Vocation Education & Training Re-Registration Audit Summary and Contingent Improvement Plan 2013

Challenger Institute of Technology

Introduction and Background

Challenger Institute of Technology began as the 'Fremantle Technical School' in 1898. Since that time the college has expanded and developed into one of the TAFE institutes in Western Australia firstly as South Metropolitan College of TAFE then on 15 December 2009, the name "Challenger Institute of Technology" was adopted to promote the vastly changing training opportunities offered by this diverse Vocation and Education Training (VET) provider.

Providing full and part time training and study opportunities in over 140 different career pathways to over 23,000 students annually, Challenger Institute of Technology (CIT) offers training at 17 locations, the most popular being Fremantle (Fleet Street), Murdoch, Rockingham, Peel, Henderson, the Automotive Centre at Kwinana, the Maritime Centre at the Australian Centre for Applied Aquaculture Research (ACAAR) in Fremantle and the Australian Centre for Energy and Process Training (ACEPT) in Munster.

CIT has strong industry endorsement through consultation with 13 industry advisory boards and over 400 industry and community partners. Combining affiliated high schools, industry groups and partner institutions, CIT is responsible for providing all VET training requirements for the Southern Corridor of Western Australia spanning over 175 kilometers.

As a State Training Provider (STP) and Registered Training Organisation (RTO), CIT is an independent Statutory Authority under the VET Act 1996 and operates under the Governance Framework for STPs.

To operate as an RTO in Western Australia, CIT must be registered by the State regulator, the Training Accreditation Council (TAC) and is required to meet the Australian Quality Training Framework (AQTF) Essential Conditions and Standards for Continuing Registration.

A major requirement as a registered RTO is to undergo a *Renewal of Registration Audit* every 5 years to ensure ongoing compliance with all the required Standards. CIT's registration was to expire in August 2014 and the renewal of registration process commenced in June 2013 when the '*Registration Renewal Application'* was lodged with TAC. The Renewal of Registration Audit was subsequently scheduled to commence 21 October 2013. The audit was conducted over eight days and involved an audit team of seven people.

Audit Methodology

The renewal of registration audit for CIT was conducted over an eight day period 'on site' in Fremantle, incorporating 27 qualifications and spanning across 12 industry areas. The audit included site visits to Fremantle, Murdoch, Rockingham, Peel and Henderson campuses, the Automotive Centre at Kwinana, the Maritime Centre in Fremantle and Australian Centre for Energy and Process Training (ACEPT) in Munster and involved approximately 120 staff members.

Enrolled student groups were also interviewed across the following qualifications covering the 12 industry groups:

- Certificate IV Accounting
- Certificate III Automotive Electrical
- Carpentry and Joinery Certificate III
- Final semester metal fabrication (Certificate III welding)
- Diploma of Laboratory Operations
- Certificate III Marine Mechanical Technology
- Certificate III Welding Penultimate semester students: and
- Water Operations Certificate III students

A suite of six employers were also interviewed during the audit to ensure industry involvement in training improvement and best practice innovation was incorporated.

Australian Quality Training Framework (AQTF) Audit Outline
The re-registration audit covered 12 industry areas and focused on the 27 separate qualifications deemed to provide a cross section of CIT and all delivery methodologies and strategies implemented. This was undertaken in three distinct phrases:

1. Desktop audit
2. Site visits to various delivery centers including workshops and facilities
3. Feedback from the Training Accreditation Council (TAC).

Desktop Audit
The scope of the desktop audit for re-registration included a review of delivery and assessment documentation and all associated documents for the 27 identified qualifications. Required evidence by TAC included all Quality Delivery and Assessment Strategies (QDAS) for each qualification, two industry specific unit Delivery Assessment Plans (DAP's), Assessment tools and all lecturer matrices outlining qualifications including the Certificate IV in Training and Assessment (TAE).

This information was submitted eight weeks prior to the commencement of the audit and was fully discussed at the pre audit entry meeting.

Pre Audit Entry Meeting
The auditors conducted their pre audit entry meeting at Fremantle Campus with the Managing Director, the Corporate Executive team and nominated delivery Managers and Directors. The meeting focused on the governance and structure and operations of CIT and viewed all supporting documents below:

- The CIT Annual Report
- Documented evidence of the methodologies used by CIT to meet all of the Conditions and Standards under the AQTF.
- Decision-making systems that assure quality of all educational delivery/assessment and implementation across multiple campuses and delivery departments including:

  - The CIT organisational governance and structure
  - The Governing Council structure and members
  - Policies and Procedure related to standards
  - Financial Management including annual financial statements certified by a qualified independent accountant in accordance with the Australian Accounting Standard including Profit and loss Statement, Balance Sheet and Cash flow Statement: And

- Details of processes that assure quality of teaching and learning provision, including trainer/assessor recruitment process and teaching staff professional development
- Policies and procedures available to all staff through the Challenger Intranet
- Internal audit strategies and monitoring processes

Audit visit
The second stage of the audit process consisted of a visit to CIT by the Training Accreditation Council appointed auditors. The audit was scheduled over eight days commencing 21 October, 2013.

Qualifications Selected For Audit

The qualifications selected by TAC to form part of the re registration renewal audit are listed below.

Qualification(s)/Unit(s)/Accredited Course(s) Audited		
Automotive (RS&R)		
Code	**Title**	**Delivery Site**
AUR30312	Certificate III in Automotive Electrical Technology	Automotive Technology Skills Centre
AUR30512	Certificate III in Marine Mechanical Technology	WA Maritime Training Centre - Fremantle
Community Services		
CHC30213	Certificate III in Education Support	Fremantle Campus
CHC50113	Diploma of Early Childhood Education and Care	Fremantle Campus
Construction, Plumbing and Services		
CPC32011	Certificate III in Carpentry and Joinery	Peel Campus
CPC32412	Certificate III in Plumbing	Fremantle Campus
CPC32712	Certificate III in Gas Fitting	Fremantle Campus
Electrotechnology		
UEE30811	Certificate III in Electrotechnology Electrician	Fremantle Campus Rockingham Campus
UEE62111	Advanced Diploma of Engineering Technology - Electrical	Fremantle Campus
Financial Services		
FNS60210	Advanced Diploma of Accounting	Fremantle Campus Rockingham Campus Peel Campus
FNS40611	Certificate IV in Accounting	Fremantle Campus Rockingham Campus Peel Campus Fremantle E-Tech Centre Charles Telfair Institute
Information and Communications Technology		
ICA20111	Certificate II in Information, Digital Media and Technology	Rockingham Campus Peel Campus Fremantle E-Tech Centre Boddington Serpentine/Jarrahdale Pinjarra Waroona
ICA50711	Diploma of Software Development	Rockingham Campus Fremantle E-Tech Centre Charles Telfair Institute
Laboratory Operations		
MSL30109	Certificate III in Laboratory Skills	Rockingham Campus Murdoch Campus Peel Campus

MSL60109	Advanced Diploma of Laboratory Operations	Murdoch Campus Peel Campus
Maritime		
MAR50113	Diploma of Maritime Operations (Marine Engineering Class 3)	WA Maritime Training Centre - Fremantle
MAR30213	Certificate III in Maritime Operations (Marine Engine Driver (Grade 2)	WA Maritime Training Centre - Fremantle
MAR30413	Certificate III in Maritime Operations (Master up to 24 meters)	WA Maritime Training Centre - Fremantle
MAR20113	Certificate II in Maritime Operations (Coxswain)	WA Maritime Training Centre - Fremantle
Metals and Engineering**		
MEM40105	Certificate IV in Engineering	Rockingham Campus Henderson Campus Australian Centre for Energy and Process Training (ACEPT)
MEM30205	Certificate III in Engineering - Mechanical Trade	Rockingham Campus Henderson Campus Australian Centre for Energy and Process Training (ACEPT)
MEM30305	Certificate III in Engineering - Fabrication Trade	Rockingham Campus Henderson Campus
Plastics, Rubber & Cable making		
PMB30107	Certificate III in Polymer Processing	Henderson Campus
Tourism, Hospitality and Events		
SIT30812	Certificate III in Commercial Cookery	Fremantle Campus Peel Campus
SIT60312	Advanced Diploma of Hospitality	Fremantle Campus Peel Campus
Water Industry Operations		
NWP20107	Certificate II in Water Operations	Murdoch Campus
NWP30107	Certificate III in Water Operations	Murdoch Campus

Feedback

The third and final stage of the audit was the exit meeting where an outline of the audit findings was discussed with senior management of CIT. The TAC Re-Registration Audit report outlining all audit findings was received by CIT's Managing Director ten days following the audit. CIT was allocated 20 working days to submit any additional evidence and identify all rectification actions taken to address any issues identified at audit.

The findings of the audit were highlighted against each industry area against each of the relevant AQTF Standards including the underpinning elements. The audit findings and recommendations have been listed in this report.

AUDIT SUMMARY REPORT AND IMPLEMENTATION STRATEGIES (AQTF REPORT UNDER CONDITIONS 1-9)

Executive Summary:
Against the nine conditions that underpin the AQTF standards, Challenger Institute of Technology (CIT) was deemed compliant at audit with condition 2, 4, 7 and 9 with minor non-compliances listed against the remaining conditions.

The response and rectification report submitted to the Training Accreditation Council (TAC) by the Teaching and Learning Unit at CIT, addressed all the non-compliances highlighted at audit. The below summary outlines the areas that these non-compliances were raised against and the endorsed rectification process. The report was endorsed and all non-compliances have subsequently been addressed.

Condition 1: *Governance*
'The RTO's Chief Executive must ensure that the RTO complies with the AQTF Essential Conditions and Standards for Continuing Registration and any national guidelines approved by the National Quality Council or its successors. This applies to all of the operations within the RTO's scope of registration, as listed on the National Training Information Service'.

CIT is a State Training Provider (STP), an independent Statutory Authority under the VET Act 1996 and operates under the Governance Framework for STPs.

Audit Findings and CIT's Response:
CIT was found to have minor non-compliant elements within Condition 1. As this condition transcends all remaining conditions, addressing (and subsequently rectifying) all non-compliances across the institute industry areas, has seen this non-compliance addressed.

Rectifications that addressed this non-compliance are clearly identified against Standards 1.2, 1.3, 1.4b, 3, 5, 6 and 8 within this report.

It must be noted that in addressing and implementing all rectifications submitted by CIT, the organisation was deemed to be compliant under this condition.

Condition 2: *Interactions with the Registering Body*
'The RTO's Chief Executive must ensure that the RTO co-operates with its registering body':
    a. *In the conduct of audits and the monitoring of its operations*
       by providing accurate and timely data relevant to measures of its performance
    b. *By providing information about significant changes to its operations*
    c. *By providing information about significant changes to its ownership*
    d. *In the retention, archiving, retrieval and transfer of records consistent with its registering body's requirements*
    e. *By providing a statement demonstrating its financial viability, and/or its annual financial statements, and/or a business plan on request of the registering body.*

Audit Findings: At audit CIT was found to be compliant with Condition 2**.**

Condition 3: *Compliance with Legislation*
'The RTO must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements that are relevant to its operations and its scope of registration. It ensures that its staff and clients are fully informed of these requirements that affect their duties or participation in vocational education and training.'
Audit Findings and CIT's Response:

The auditor identified that CIT was non-compliant in condition 3 for forwarding students results to an employer. As CIT delivers training to a very large cohort of state apprentices spanning numerous trade areas, CIT was unaware of this action. A number of these employers, who pay the associated training fees for their employees, often request copies of their apprentice's student results to keep them abreast of their training progress.

This non-compliance was rectified by introducing a 'Release of Student Information Policy' developed with consideration to the State record Act, Freedom of Information Act 1992 (WA), the 'National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007', Family Court Act 1997 (WA) and the Public Sector Commission Commissioner's Instruction No.7 Code of Ethics 2012 (WA).

A further non-compliance addressed by CIT was including the qualification code and title on the graduate student's qualification testamur as listed on the training website (training.gov.au) to meet the Australian Qualifications Framework (AQF) Standards.

As these non-compliances have been addressed and actioned, CIT is now considered to be compliant under this Condition.

Condition 4: *Insurance*
'The RTO must hold insurance for public liability throughout its registration period'.

Audit Findings: CIT was compliant against Condition 4.

Condition 5: *Financial Management*

'The RTO must be able to demonstrate to its registering body, on request, that it is financially viable at all times during the period of its registration'.

'The RTO must provide the following fee information to each client':

1. *The total amount of all fees including course fees, administration fees, materials fees and any other charges*
2. *Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee*
3. *The nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course*
4. *The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and*
5. *The organisation's refund policy.*

Audit Findings and CIT's Response:
The audit found that the information provided to students did not provide the 'nature of the guarantee' given by CIT for students to complete their training and/or assessment once the students had commenced study in their course.

CIT submitted evidence to TAC that demonstrated that all future information for students would include the nature of its guarantee, in that students would be able to complete their training and/or assessment once they have commenced study. Students would be able to access relevant information by downloading the 'Statement of VET Tuition Assurance' on the CIT website. This would include correspondence from TAFE Directors Australia related to student tuition assurance as a VET FEE HELP and FEE HELP provider. CIT guaranteed this would be available for students as at 1 January 2014.

Non-compliance under this condition was further addressed by documentation from The

Honorable Terry Redman MLA, Minister for Training and Workforce Development; Water & Forestry confirming that the Government of Western Australia supports STPs and Education and Training International (ETI) as approved providers and will underwrite their continuing financial viability. Students would also be provided the statement of VET tuition Assurance.

These actions addressed the non-compliances for Condition 5.

Condition 6: *Certification and Issuing of Qualifications and Statements of Attainment*

The RTO must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or accredited course, a qualification or statement of attainment (as appropriate) that:
1. *Meets the AQF requirements*
2. *Identifies the RTO by its national provider number from the National Training Information Service*
3. *Includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.*

The RTO must retain client records of attainment of units of competency and qualifications for a period of thirty years.

The RTO must have a student records management system in place that has the capacity to provide the registering body with AVETMISS compliant data.

The RTO must provide returns of its client records of attainment of units of competency and qualifications to its registering body on a regular basis, as determined by the registering body.

The RTO must meet the requirements for implementation of a national unique student identifier.

Audit Findings and CIT's Response:
The audit found that the CIT 'Statement of Attainment' to students included the AQF logo which was inconsistent with the logo's condition of use.

CIT delivers education and training which is regulated by two main authorities; the Training and Accreditation Council (TAC) and the Australian Skills Quality Authority (ASQA) all of which reference the Australian Qualification Framework (AQF) Qualifications Issuance Policy as the required standard approach to qualification documentation issuance.
The policy applies to all education and training sectors that issue AQF qualifications. It covers all AQF qualifications and through the issuance of a statement of attainment, accredited units regardless of where and how they are delivered

CIT regulates the issuance of academic certification and records to students studying in various industry/study areas through the Institute's Academic Awards and Records Policy.
CIT has since provided an updated sample of the 'Statement of Attainment' demonstrating compliance and new stationery has been printed to reflect this change.

Under the findings of the Audit, this Condition has been addressed and CIT is deemed compliant.

Condition 7: *Recognition of Qualifications Issued by Other RTOs*
'The RTO must ensure its marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. The NRT logo must be employed only in accordance with its conditions of use'.

Audit Findings and CIT's Response:
CIT recognises the qualifications and Statements of Attainment of other Registered Training Organisations. All students are informed of the National Recognition policy through the Student Handbook, CIT website and student induction material.

CIT was deemed to be compliant under Condition 7 at audit.

Condition 8: Accuracy and Integrity of Marketing
'The RTO must ensure its marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. The RTO logo must be employed only in accordance with its conditions of use'.

Audit Findings and CIT's Response:
The audit deemed CIT's advertising in the Institutes prospectus did not accurately reflect the national codes and titles of the qualifications advertised.

The accountability for validating the accuracy of course specific information rests with the Portfolio Manager of the relevant academic delivery division. Only marketing materials approved by the Marketing Unit may be used to advertise CIT courses and services and approved marketing materials are added to CIT's Marketing Materials Register.

To ensure a strict quality approach to information provided to the public, the Marketing Unit now co-ordinates all media liaison for CIT.

Following discussions with the Lead Auditor, at the time of audit, it was agreed that existing hard copies of CIT marketing materials would not be destroyed and could continue to be distributed to prospective clients supporting the low degree of this non-compliance.

Subsequently, CIT responded immediately to the audit team and provided evidence to demonstrate that the online version of the 2014 Career Prospectus had been updated and its marketing and advertising of AQF qualifications to prospective clients was now in line with the guidelines.

To support this further, CIT provided samples of the following documents to indicate compliance with this condition as evidence of the rectification actions taken:
- Student Prospectus
- 2014 Pathway Program VET for School Students
- Hospitality Flyer
- Various promotional cards/pamphlet
- Advertisements &
- Student email and social media flyer

CIT was deemed to be compliant under this condition after this evidence was submitted.

Condition 9: *Transition to Training Packages/Expiry of Accredited Courses*
The RTO must manage the transition from superseded Training Packages within 12 months of their publication on the National Training Information Service. The RTO must also manage the transition from superseded accredited courses so that it delivers only currently endorsed Training Packages or currently accredited courses'.

Audit Findings and CIT's Response:
Training Packages are amended regularly to reflect the latest industry practices and are version controlled. CIT has strong links with industry and the Industry Training Council's (ITC) and Industry Skills Councils ISC's and has a policy and procedures in place to ensure timely

transition of training.

A dedicated Curriculum Unit within the Teaching and Learning Division monitors the release of new Training Packages, expiry dates of Accredited Courses and the release of Nominal Hour Guides (by the DTWD).

The *Implementation of New or Revised Training Package/Accredited Course* procedure ensures that:
- A course custodian is appointed
- Pathways are reviewed
- Industry is consulted
- Qualifications are identified
- Documentation is developed, validated
- Registration of the qualification(s) is undertaken

CIT was deemed compliant under condition 9 at audit.

SUMMARY OF OUTCOMES FOR AQTF AUDITED STANDARDS (including Projected Rectifications against Standards 1-3)

Audited standards are:

1. **Standard 1:** *The RTO provides quality training and assessment across all of its operations.*
2. **Standard 2:** *The RTO adheres to principles of access and equity and maximises outcomes for all clients.*
3. **Standard 3:** *Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates.*

CIT was able to show, through systematic approaches and continuous improvement, that it is focused on improving its outcomes in relation to each of these standards.

Audit Findings and CIT's Response:
At audit, CIT was deemed to be compliant with Standard 2 and 3 and all elements underpinning these standards. The audit did however find minor non-compliances in Standard 1. It must be noted however, that all non-compliances have since been addressed based on the below rectification actions and additional evidence submitted to TAC.

Standard 1: The RTO provides quality training and assessment across all of its operations (AQTF underpinning elements 1.1- 1.5 (a-d)

Elements under Standard 1:
1.1   *The RTO collects analyses and acts on relevant data for continuous improvement of training and assessment.*

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.*

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.

1.4 *Training and assessment are conducted by trainers and assessors who:*

    (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*

    (c) *Continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services.*

1.5 *Assessment, including Recognition of Prior Learning (RPL):*

    (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*

Audit Findings and CIT's Response:

It was identified at audit that the five elements within Standard 1 had minor non-compliances recorded against all but two of the industry areas audited. Financial Services and Hospitality, Tourism and Events were deemed compliant.

Rectifications implemented by CIT:

The rectification response was presented for all affected industry areas and the following actions were submitted by CIT to TAC in the audit response report.

- Under elements 1.2, 1.3, 1.4b, 1.4c, 1.5a and 1.5b - with regards to industry being consulted in the development of the qualification delivery strategies, links with industry were strengthened in the Plumbing and Gas Fitting, Automotive, Maritime, Metals and Engineering and construction areas and CIT staff now consult industry in the development of strategies resulting in industry training outcomes, methodologies and updates to delivery.

- The development of a new 'Trainer and Assessor Competencies Matrix' that was uploaded to the CIT document management system accessible by all staff addressed non compliances identified under element 1.4b and 1.4c in the industry areas of Electrotechnology, Information and Communications Technology, Laboratory Operations, Maritime, Metals and Engineering and Water Industry Operations.

- As CIT is responsible for determining whether any employer has the capacity, resources and the skilled workforce to successfully and safely support the training outcomes of students undertaking training and/or assessment in the workplace as part of their qualification, a new 'Capacity to Support Training Procedure and Checklist form' was developed and implemented. This is now conducted by delivery areas where students are required to complete any 'on the job' training and/or a work placement component as part of their course. The introduction of this checklist addressed the non-compliances identified against element 1.3.

- In seven of the industry areas audited, training staff were identified as not having documentation to confirm currency in their vocational industry. Staff in these areas have now been assisted in establishing an electronic record of evidence against this non-compliance under element 1.4a. This was further strengthened by upgrading the 'Trainer and Assessor Competencies Policy' to include this requirement. Staff were furthermore offered return to industry opportunities (where applicable) to update their skills and knowledge and ensure currency in the relevant qualifications.

- It was deemed at audit the Automotive, Community Services, Financial Services, Metals

and Engineering, Plastics, Rubber and Cable making, Hospitality, Tourism and Events and Water Industry Operations were compliant with element 1.5c. Non-compliances were highlighted in the delivery of Construction, Plumbing and Services, Information and Communications Technology, Laboratory Operations, Maritime, Metals and Engineering in elements 1.3, 1.4b, 1.4c, 1.5a and 1.5b.

- The Information and Communications Technology delivery area was deemed non-compliant in their offshore delivery under Standard 1 pertaining to Trainer/Assessor vocational competencies. The elements deemed non-compliant were 1.3, 1.4a, 1.4b, 1.4c and 1.4d related to relevant industry experience both for onshore and offshore delivery staff.

- Insufficient evidence was provided by CIT at audit for the offshore moderation of assessments and limited evidence of the process for monitoring the offshore delivery was available. It was also unclear whether offshore trainers/assessors possessed the required Certificate IV in Training and Assessment (TAE40110) or equivalent or direct supervision for nominated staff.

CIT has since provided evidence of the rectification process to address these non-compliances by implementing the following:

- Annual scheduled monitoring visits to all offshore locations
- Updating listed responsibilities in the third party contract for offshore delivery to ensure offshore clients are aware of the requirements and the penalties for breaching these responsibilities
- All reports on the standards and moderation outcomes at each of the scheduled monitoring visits to made available to an offshore partners Governing Council (or equivalent) to ensure compliance with AQTF standards are maintained
- Introduction of a new Offshore Delivery Checklist for staff travelling to the location
- Scheduled visits to CIT by offshore partners to include full offshore compliance training to partners designated staff

To address non-compliance in element 1.1, 1.2 and 1.3, CIT has introduced an established program for monitoring key indicators of the quality of its programs and services including:

- Student satisfaction surveys internally and with the regulator
- Employer satisfaction surveys
- Staff feedback incorporated into policies
- Course evaluation feedback
- Review of training and assessment strategies including industry consultation and input
- Systemic issues identified through audits/reviews are monitored at weekly senior management meetings and at quarterly management committee meetings.

Standard 2: *The RTO adheres to principles of access and equity and maximises outcomes for all clients.*

Audit Findings: CIT was deemed compliant at audit.

Standard 3: *Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates.*

Audit Findings: CIT was deemed compliant at audit.

Conclusion:

At the audit exit meeting it was mentioned that Challenger Institute of Technology (CIT) staff involved in the re-registration audit, presented themselves extremely professionally both at the pre

audit entry meeting and during scheduled site visits. The full audit process revealed a large number of strengths and best practices across CIT including very strong interaction with the registering body (TAC), relevant policies and processes related to the transition to new Training Packages, recognition of qualifications issued by other Registered Training Organisations (RTO) and liaison with most affiliated industry training councils (ITC).

The report noted that the Financial Services delivery team in particular, had displayed outstanding processes related to the development of delivery and assessment plans (DAP), evidence of assessment mapping documents (evidence judgment summaries), assessment plans, staff requirements (competency grid for unit equivalence), entry requirements /pathways (pre-course interviews), assessment validation / moderation and industry consultation (validation and moderation checklists). CIT will incorporate this best practice across other industry areas and set this s a benchmark for future re registration audits.

The audit report also highlighted non-compliances which the corporate executive team welcomed and the recommendations to rectify these issues. Although these were deemed minor, a full rectification report addressing all non-compliances, was presented to TAC, outlining all the rectification actions implemented and additional evidence submitted to address any non-compliances identified through audit. This report was accepted by TAC and the institute was deemed compliant at the end of the audit process.

National Training Packages are amended regularly to reflect the latest industry practices and it is imperative to have industry input to ensure compliance under the AQTF standards. CIT was congratulated for their links with industry especially in the Tourism, Hospitality and Events delivery area as all evidence provided to the auditing team included copies of current certification in the TAE40110 Certificate IV in Training and Assessment. Furthermore staff provided evidence that the Qualification Delivery Assessment Strategy (QDAS) had been developed in consultation with industry and any new Training Packages to be introduced had had been endorsed by the relevant ITC's.

The CIT corporate executive has been extremely responsive to feedback from the audit findings and has focused many improvements in the key quality indicators of:
1. Employer satisfaction
2. Learner satisfaction, and
3. Competency completion rates of all students and trainees will feature strongly in any future audit processes.