

# AQTF Audit Report – Continuing Registration

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**Drapercorp Pty Ltd t/a Queensland First Aid Training– NTIS #  
31961**

FM-PMA-34A  
TRIM No: 09/182321  
Version 7 – 1 July 2010  
Training and International Quality

Organisation details			
Registration expiry	28/05/2014		
Principal address	152 Brisbane Street, Ipswich, QLD 4305		
RTO contact	Ms Amanda Petersen	Phone number	07 3281 9845
Operations	<ul style="list-style-type: none"> <li>The organisation delivers training to local businesses and the general public.</li> <li>Training is delivered face to face at seven venues across Brisbane and Ipswich.</li> <li>The organisation delivers training under a partnership arrangement with First Aid Pro in South Australia and has recently entered into a partnership arrangement with Incite Pivot in Townsville.</li> <li>Approximate number of completions in past year are as follows:               <ul style="list-style-type: none"> <li>HLTFA301B Apply first aid – 3,025</li> <li>HLTCPR201A Perform CPR – 1,753</li> <li>39253QLD Low voltage electrical rescue work – 195.</li> </ul> </li> </ul>		
Audit team			
Lead auditor	Loraine D'Silva	Auditor/s	n/a
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Audit details			
Reason/s for audit	Post Initial Audit		
Audit date/s	16 July 2010	Audit number/s	3196116271A
Standards audited	1.1, 1.2, 1.4, 1.5, 2.2, 3.2 and 3.3		
Conditions audited	Nil		
Audit outcome on day of audit	Compliant <input type="checkbox"/>	Significant non-compliance <input type="checkbox"/>	Critical non-compliance <input type="checkbox"/>
	Minor non-compliance <input checked="" type="checkbox"/>		
Rectification received	20 August 2010		
Audit outcome following rectification	Compliant <input checked="" type="checkbox"/>	Significant non-compliance <input type="checkbox"/>	Critical non-compliance <input type="checkbox"/>
	Minor non-compliance <input type="checkbox"/>		
Other audit notes	• Nil		
Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
HLT21107	Certificate II in Emergency Medical Service First Response - HLTCPR201A Perform CPR - HLTFA301B Apply first aid	<input type="checkbox"/>	Queensland, South Australia and Townsville (in the near future)
39253QLD	Low Voltage Electrical Rescue Work	<input type="checkbox"/>	Queensland, South Australia and Townsville (in the near future)
Interviewee/s (incl. position)			



Ms Amanda Petersen – Training Manager

**Standard 1: The RTO provides quality training and assessment across all of its operations**

Elements	Examined
1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.	<input checked="" type="checkbox"/>
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.	<input checked="" type="checkbox"/>
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.	<input type="checkbox"/>
1.4 Training and assessment is delivered by trainers and assessors who: <ol style="list-style-type: none"> <li>have the necessary training and assessment competencies as determined by the National Quality Council or its successors.</li> <li>have the relevant vocational competencies at least to the level being delivered or assessed, and</li> <li>can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and</li> <li>continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</li> </ol>	<input checked="" type="checkbox"/>
1.5 Assessment, including Recognition of Prior Learning (RPL): <ol style="list-style-type: none"> <li>meets the requirements of the relevant Training Package or accredited course</li> <li>is conducted in accordance with the principles of assessment and the rules of evidence</li> <li>meets workplace and, where relevant, regulatory requirements</li> <li>is systematically validated.</li> </ol>	<input checked="" type="checkbox"/>

**Audit findings****At time of audit:**

- Compliant  
 Not Compliant

**Following rectification received 20/10/2010:**

- Compliant  
 Not Compliant

**Findings:**

The organisation's commitment to the continuous improvement of its training and assessment was sufficiently demonstrated through the following:

- collection of data from students through 'AQTF Learner and Employer Questionnaires'. The information collated is analysed to indicate trends and improvements required. The organisation advised that it changed its students to trainer ratio based on the analysis of feedback received from students. The organisation has submitted its Quality Indicator Data to the Department. The organisation advised that the feedback from students has been positive and therefore significant changes to training and assessment have not been made as a result of this
- regular validation of training and assessment with industry stakeholders including other RTO's, medical suppliers and registered nurse clinicians. The organisation implemented version control and improvements to the training material as a result of this validation activity.

The organisation has not developed a documented training and assessment strategy but was able to sufficiently describe its training and assessment processes and identify the resources (both human and physical) that would be used to meet the requirements of the units of competency. The organisation's training and assessment strategy has been informed, developed and improved through consultation with industry stakeholders such as the Australian Resuscitation Council (ARC), the Asthma Foundation and validation with other major RTOs (First Aid International and ABC Training). The organisation has developed an induction handbook for its trainers/assessors outlining its policies/procedures and training/assessment processes.

The organisation provided sufficient evidence to demonstrate that the nominated trainers/assessors hold the necessary and relevant training, assessment and vocational competencies and are supported in the development of these competencies through participation in workshops and moderation activities between the trainers/assessors.

**39253QLD Course in Low Voltage Electrical Work Rescue**LVR001 *Rescue of a person performing low voltage electrical work*

The assessment tools for the above unit sufficiently address the required knowledge, skills and critical aspects of evidence required to achieve competence. The organisation validates the assessment tools systematically based on feedback from students and industry requirements.

The assessment tools are supported by sufficient benchmark criteria that enable reliable and consistent assessment decisions to be made across a range of learners and assessors.

**Non-compliances:**

**HLT21107 Certificate II in Emergency Medical Service First Response**

HLTCPR201A Perform CPR

HLTFA301B Apply first aid

An analysis of the organisation's assessment tools for the above units indicated that there were gaps in the assessment of knowledge, skills and critical aspects of evidence required by the units of competency.

**Rectification required:**

**HLT21107 Certificate II in Emergency Medical Service First Response**

HLTCPR201A Perform CPR

HLTFA301B Apply first aid

The organisation is required to provide a full range of assessment tools that address all the requirements of the unit including required knowledge, skills and critical aspects of evidence.

**Analysis of rectification evidence received on 20 August 2010:**

**HLT21107 Certificate II in Emergency Medical Service First Response**

HLTCPR201A Perform CPR

HLTFA301B Apply first aid

The organisation provided evidence of amended assessment tools that address all the requirements of the units including required knowledge, skills and critical aspects of evidence.

**Strengths**

- Nil identified.

**Opportunities for Improvement**

- It is suggested that the organisation defines its training and assessment strategies more explicitly, either with one consolidated document or a range of documents, showing how the requirements of the Training Package are addressed.
- It is suggested that the organisation supports its trainers/assessors with more opportunities for professional development of their training/assessment competencies and in understanding the requirements of the VET system.

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

Elements	Examined
2.1 The RTO establishes the needs of clients, and delivers services to meet these needs.	<input type="checkbox"/>
2.2 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input checked="" type="checkbox"/>
2.3 Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.	<input type="checkbox"/>
2.4 Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.	<input type="checkbox"/>
2.5 Learners receive training, assessment and support services that meet their individual needs.	<input type="checkbox"/>
2.6 Learners have timely access to current and accurate records of their participation and progress.	<input type="checkbox"/>
2.7 The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.	<input type="checkbox"/>

**Audit findings**

At time of audit:

- Compliant  
 Not compliant



**Findings:**

The organisation is committed to the continuous improvement of its client services. The organisation establishes client needs through the collection of information at various stages in the training process. For example, it establishes client needs during the pre-enrolment process and collects feedback post training. Based on feedback received from a client, the organisation has amended its pre-enrolment information form to identify specific needs of the client in order to contextualise training to meet these specific needs. The organisation's main client cohort comprises of care workers. The organisation identifies the particular needs of care workers in relation to the training and attempts to address these needs whenever possible. The organisation provided evidence of reasonable adjustments made to delivery of training to visually impaired students.

**Strengths**

- Nil identified.

**Opportunities for Improvement**

- Nil identified.

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

Elements	Examined
3.1 The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.	<input type="checkbox"/>
3.2 The RTO uses a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
3.3 The RTO monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.	<input checked="" type="checkbox"/>
3.4 The RTO manages records to ensure their accuracy and integrity.	<input type="checkbox"/>

**Audit findings**

At time of audit:

- Compliant
- Not Compliant

**Findings:**

The organisation's systematic and continuous improvement to the management of its operations was evident from the following:

- annual review of its policies and procedures. The last review conducted by the organisation was in November 2009
- systematic and centrally controlled documentation and management of student records
- maintenance of a continuous improvement register outlining activities undertaken to improve training/assessment and support services.

The organisation engages the services of a partnership agent First Aid Pro (Trainer/Assessor - Ms Sharon McCulloch) in South Australia and has recently entered into a partnership arrangement with Incite Pivot (Trainer/Assessor- Mr Garry Huggon) from for delivery of training in Townsville. The organisation provided evidence of partnership agreements clearly outlining the responsibilities of both parties. The organisation monitors the standard of service delivered on its behalf by conducting site visits to these organisations and observing delivery of training on a regular basis. All systemic and training/assessment improvements are communicated to the partnership agents via email. The trainers/assessors from the partnership agency are provided opportunities to engage in professional development activities organised by Queensland First Aid Training.

**Strengths**

- Nil identified.

**Opportunities for improvement**

- Nil identified.