

**AQTF Audit Report – C&K College of Early Childhood**

RTO DETAILS			
RTO Name	C&K College of Early Childhood	NTIS Number	5025
Address	14 Edmonstone Street, Newmarket, 4051.		
Registration Contact	Ms Catherine Tisdell, Senior Training Coordinator	Website	
Phone Number	(07) 3856 5340	E-mail	<a href="mailto:c.tisdell@candk.asn.au">c.tisdell@candk.asn.au</a>
Student Numbers	140		

AUDIT TEAM			
Lead Auditor	Susan Blakemore	Auditor/s	Nil
Technical Advisor/s	Nil	Observer/s	Nil

AUDIT DETAILS	
Type of Audit	Renewal
Standards audited	All
Conditions audited	Condition 5
Audit Date/s	
Audit outcome	Compliant <input checked="" type="checkbox"/> Minor non-compliance <input type="checkbox"/> Medium non-compliance <input type="checkbox"/> Major non-compliance <input type="checkbox"/> Critical Non-compliance <input type="checkbox"/>
Other audit notes	

FOCUS OF AUDIT		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site
CHC30402	Certificate III in Children's Services	Workplace
CHC50302	Diploma of Children's Services	Workplace

INTERVIEWEE/S (Staff -name and position; employer name and position ; students (by program, do not list by name)		
Catherine Tisdell	Senior Training Coordinator	
Lynn Moore	Workplace Consultant/ Assessor.	

**STANDARDS**

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

Audit conclusion – summary page	Result	✓
<p><b>Compliances:</b>                      The RTO is compliant with Essential Standard 1.</p> <p>The RTO is a large not-for-profit childcare provider in Queensland. The RTO provided evidence to support that it provides quality training and assessment across all of its operations.</p> <p>The RTO conducts regular validation of its training and assessment services and strategies to ensure systematic and quality outcomes. It holds monthly moderation meetings with its trainers and assessors and validation and consultation meetings with the directors of its service centres. Strategies and assessment tools are provided to an interstate childcare provider of similar size and scope on a yearly basis for external validation. Benchmarking is developed from these activities to ensure consistency of assessment across its training and assessment staff.</p> <p>The RTO has trainers and assessors with the relevant training and assessment and vocational competence to deliver and assess the qualifications on its scope of registration. These trainers and assessors hold the title of Workplace Consultants/Assessors. They maintain their currency through regular workplace participation in the Association's service centres. Opportunities for professional development are identified internally through performance appraisals, and externally through industry channels.</p> <p><b>CHC02 Community Services Training Package</b></p> <p><b>CHC30402 Certificate III in Children's Services</b>  <u>CHCFC1C Support the development of children in the service</u>  <u>CHCCS405A Work effectively with culturally diverse clients and co-workers</u>                      The RTO has developed a learning and assessment strategy for this qualification that is consistent with the assessment processes and staff profiles analysed at audit. The RTO uses assessment tools for this qualification that have been purchased from TAFE South Australia. It has mapped these assessment tools to the units of competency and developed additional assessment tools to ensure that the assessments meet all the requirements of the training package.</p> <p>The assessment tools provided at audit are consistent with the assessment methods nominated in the learning and assessment strategy. They also include clear information to the learners and assessors regarding the context and purpose of each task.</p> <p>Student files reviewed at audit support that the master tools analysed have been used to conduct assessments, and that competence has been determined in accordance with the principles of assessment and rules of evidence.</p> <p>Training and assessment is conducted entirely in the workplace with the employer and other relevant stakeholders engaged in the development, delivery and monitoring of the learners program.</p> <p><b>CHC50302 Diploma of Children's Services</b>  <u>CHCPR10C Design, implement and evaluate programs of the service</u>  <u>CHCFC8A Provide experiences which enhance children's development and learning</u>                      The RTO has developed a learning and assessment strategy for this qualification that is consistent with the assessment processes and staff profiles analysed at audit. The RTO uses assessment tools for this qualification that have been purchased from TAFE South Australia. It has mapped</p>	Compliant	✓
	Non-compliant	
	Not audited	

Department of Education, Training and the Arts  
**AQTF Audit Report – C&K College of Early Childhood**

<p>these assessment tools to the units of competency and developed additional assessment tools to ensure that the assessments meet the all the requirements of the training package.</p> <p>The assessment tools provided at audit are consistent with the assessment methods nominated in the learning and assessment strategy. They also include clear information to the learners and assessors regarding the context and purpose of each task.</p> <p>Student files reviewed at audit support that the master tools analysed have been used to conduct assessments, and that competence has been determined in accordance with the principles of assessment and rules of evidence.</p> <p>Training and assessment is conducted entirely in the workplace with the employer and other relevant stakeholders engaged in the development, delivery and monitoring of the learners program.</p>		
<b>Strengths</b>		
<p>The strength of this RTO's training and assessment services lies in its internal continuous improvement processes. These processes systematically ensure that training and assessment practice is constantly under review and is regularly updated to reflect current industry practice. The processes also ensure that students are kept well informed about any changes that it makes to assessment materials.</p>		
<b>Opportunities for Improvement</b>		

<b>Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients</b>		
<b>Audit conclusion – summary page</b>	<b>Result</b>	<b>✓</b>
<p><b>Compliances:</b>                      The RTO is compliant with Essential Standard 2.</p> <p>The RTO systematically monitors and improves its client services through feedback from clients, staff, its services centres and external stakeholders. It has a strong focus on engaging its own industry in the development of its training and assessment services.</p> <p>It uses numerous mediums to provide information about its services and regularly reviews these to ensure accuracy and relevancy.</p> <p>The RTO provides flexible delivery of its services and ensures that its students have access to and regular contact with its staff. Students are provided with one-on-one mentoring with a workplace consultant and receive training and assessment that is entirely in the workplace. This ensures that learners are industry ready upon completion of their training.</p> <p>The RTO provided evidence to support that it ensures workplace supervisors are engaged with the learner in the development of their training program.</p> <p>The RTO maintains detailed hard copy and electronic student records and enables students to have timely access to these.</p> <p>The RTO provided evidence to support that it has managed complaints and appeals fairly, efficiently and effectively.</p>	Compliant	✓
	Non-compliant	
	Not audited	
<b>Strengths</b>		
<p>The strength of the RTO lies in the fact that, as an industry body, it is able to guarantee industry relevant training and assessment for its clients. Consequently, not only does it maximise outcomes for its clients, it continuously contributes to the resourcing of its own industry.</p>		
<b>Opportunities for Improvement</b>		
Empty space for opportunities for improvement		

<b>Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates</b>		
<b>Audit conclusion – summary page</b>	<b>Result</b>	<b>✓</b>
The RTO is compliant with Essential Standard 3.	Compliant	✓
<p>The RTO has a systemic and continuous improvement approach to the management of its operations.</p> <p>Records maintained by the RTO support that it complies with the department's retention of student records policy.</p> <p>Student records sighted at audit support that training plans are regularly reviewed and adjusted to continuously meet the needs of the learner and the employer.</p> <p>Staff files sighted at audit were complete and up-to-date and included evidence to support that professional development is regularly provided to staff. This was consistent with the RTO's policies and procedures for the professional development and industry currency of its staff.</p> <p>The RTO's development of its continuous improvement register, Student Information System and the information captured within those systems support that it is responsive to the needs of clients, staff, stakeholders and the childcare environment at large.</p> <p>The Student Information System (SIS) enables the RTO to systematically monitor the training and assessment services of its funded clients. It also enables the RTO to ensure that accuracy of AVETMISS data submitted to the department by cross-referencing this data with information that it has captured in the SIS.</p>	Non-compliant	
	Not audited	
<b>Strengths</b>		
<p>The continuous improvement register and the Student Information System database have been developed to capture and drive proactive practice within the organisation. The development of these two systems clearly indicates that the RTO has identified its risk areas and implemented measures to ensure that its future practices are proactive and not reactive.</p> <p>The strength of the RTO lies in its capacity to plan, project, monitor, analyse and improve its training and assessment services using the data it has systematically captured in the two databases.</p>		
<b>Opportunities for Improvement</b>		