



TOID: 3872

Mr Eric Marchesani
Inner Eastern Group Training
50 Rutland Road
BOX HILL VIC 3128
Dear Mr Marchesani

Re: 2008 Audit of Australian Quality Training Framework (AQTF) Essential Standards for Registration of Training Organisations

In accordance with section 4.3.16 of the *Education and Training Reform Act*, the VRQA granted registration to Inner Eastern Group Training on the condition that your organisation would maintain compliance with the Standards. An audit of your compliance with the Standards was conducted on behalf of the VRQA by Bernadette Delaney on 11 December 2008. A copy of this report is attached for your information.

In relation to the AQTF Standards, the report indicates a number of areas of non-compliance with Standard 1. On the basis of the evidence reviewed at audit, the issues of non-compliance are considered to be significant because of the potential to have an adverse impact on learner outcomes. In summary, the report finds that:

- Recommendations from the previous audit regarding reviewing assessment materials and tools has not been completed

The VRQA has made the decision to renew your registration until 1 February 2010 on the condition that you commit to rectifying the non-compliances found during audit. You are required by 31 March 2009 to provide an action plan which outlines any action that you have taken or intend to take to address the findings of the audit report including the date by which all outstanding issues will be addressed.

If any further audits are required to confirm compliance with the requirements of registration a VRQA auditor will be referred to your organisation to conduct a verification audit in line with your action plan. The fee for this will be \$125 per hour plus reasonable travel and other expenses. The outcome of the audit would determine whether any further action will be required.

If you wish to discuss any aspect of your application, please contact Bronwyn Tyrrell (VRQA) by telephone (03) 9651 3229 or via email at tyrrell.bronwyn.t@edumail.vic.gov.au

Yours sincerely

Rob Fearnside
Deputy Director, VRQA

2 February 2009

Attach: Audit Report

AQTF Re Registration Audit

RTO: 3872: Inner Eastern Group Training

Audit Date: 11.12.08

REVISED version 2 AQTF 2007 AUDIT REPORT 16.12.08

RTO DETAILS			
RTO Name	Inner Eastern Group Training	NTIS Number	3872
Address	50 Rutland Rd., BoxHill 3128		
Registration Contact	Eric Marchesani		
Phone Number	03/9897 3666	E-mail	EricM@iegt.com.au
Student Numbers	547 annual cap		
AUDIT TEAM			
Lead Auditor	B. Delaney		
Technical Advisors	Auditors		
Observer/s			
REGISTERING BODY DETAILS			
Contact Person	J. Gill		
Phone Number	9637 2744	E-mail	gill.jerzy.j@edumail.vic.gov.au
AUDIT DATE	16.10.08		
Type of Audit	Initial/Post-Initial/Extension to scope/Renewal/Monitoring/Complaint/Strategic VERIFICATION		
Standards audited	Recommendations from audit		
Conditions audited			

AQTF Re Registration Audit

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FOCUS OF AUDIT		QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE	
NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site	
BSB30201	Certificate III in Business Administration	workplace	
BSBADM307A	Organise Schedules	workplace	
BSBGMN311A	Maintain Workplace Safety	workplace	
BSB40507	Certificate IV in Business Administration	workplace	
BSBADM407B	Administer Projects	workplace	
BSBCM404A	Make A Presentation	workplace	
BSB30207	Certificate III in Customer Contact	workplace	
BSBWOR204A	Work Effectively With Others	workplace	
FNS30107	Certificate III in Financial Services	workplace	
FNSICGEN303B	Work with Others	workplace	
FNS40107	Certificate IV in Financial Services	workplace	
FNSACCCT404B	Make Decisions Within Legislative Context	workplace	
WRR30202	Certificate III in Retail Operations	workplace	
WRRLP2B	Minimise Theft	workplace	
WRRM6A	Create a Display for a Small Business	workplace	
WRR15A	Maintain and Order Stock	workplace	
THH21802	Certificate II in Hospitality (Operations)	workplace	
THHCOR01B	Work with colleagues and customers	workplace	
THHGC03B	Deal with Conflict Situations	workplace	
TLI30107	Certificate III in Transport and Logistics (Warehousing and Storage)	workplace	
TLID107C	Shift materials safely using manual handling methods	workplace	
TLID207C	Shift a load using manual handling	workplace	

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INTERVIEWEES (Staff - name and position; employer name and position; students; students (by program, do not list by name))		
Eric Marchesani	CEO	
Nicole Riglar	Administration	

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AQTF 2007 AUDIT REPORT

<p>Assessment Tools Element 1.3 Staff, facilities, equipment and training and assessment materials used by the RTO and Element 1.5 Assessment</p>	
<p>Recommendation 1 It is recommended that assessment materials and tools are reviewed to ensure that they meet the requirements of the relevant Training Package, the principles of assessment and the rules of evidence.</p>	<p>from Audit 16.10.08</p> <p>RTO response 11.12.08</p> <p>ACTION PLAN</p> <p>Small Print who are the publishers of the Resources and Assessment materials used by Inner Eastern Group Training to ensure that the assessment tools are updated and that they meet the requirements of the relevant training package and omit specific details such as the required knowledge, range statements, evidence requirements and critical aspects of evidence. As this will be quite a lengthy process, this will be added to the continuous improvement register. So far, IEGT has had a meeting with Small Print to address this issue and communication has continued to take place via the telephone and email. Completion date: Inner Eastern Group Training classes the re-evaluation of Assessment Tools as a Continuous Improvement process. By the 24th March 2009 Inner Eastern expects that all assessment tools that require amending will be completed by liaising with Small Print. IEGT will have some units that have been amended available on the day of re-audit to show the auditor that this process is in place." Evidence presented at audit- the majority of units reviewed at last audit had been reviewed except for TLID207C, BSBCMN214A, BSBADM407A. New information on assessment in the client handbook. Third party report sheets altered to include a comment against the unit of competency requirements/ workplace project altered. Additional instructions to supervisors on TPR. Evidence of Participation Form. Procedures to monitor assessment with assessors.</p>
<p>11.12.08</p> <p>Audit findings 11.12.08</p>	<p>The RTO was not compliant with these two elements as the RTO had not addressed the recommendation from the previous audit. The RTO had reviewed the assessment materials and tools for the units sampled at the previous audit and had not reviewed assessment tools for all qualifications on scope.</p>

Assessment Tools Element 1.3 Staff, facilities, equipment and training and assessment materials used by the RTO and Element 1.5 Assessment	
<p>Audit findings 11.12.08</p> <p>1. As discussed in detail in the audit the assessment materials and tools reviewed in the verification audit did not meet the requirements of the relevant training packages. As discussed and explained in detail in audit this varied across the units of competency sampled but generally the breadth and the dimensions of the requirements of the units of competency sampled were not covered. The breadth of detail in the unit components was not evidenced in the assessment tools.</p> <p>2. It was not demonstrated in audit how the assessment materials and tools would meet the rules of evidence and the principles of assessment.</p> <p>3. The instructions about the assessment process for the trainee and the assessor did not provide clear information about the assessment criteria upon which assessors would make judgements and the conditions under which assessment would be conducted.</p>	<p style="text-align: center;">NON COMPLIANT</p> <p>The assessment materials and tools for all qualifications on scope had not been reviewed and altered.</p>

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Staff Qualifications	
Recommendations from Audit 16.10.08	RTO response 11.12.08
<i>Recommendation 2 It is recommended that the staff files be reviewed to ensure all trainers' qualifications and vocational competencies and experience are verified.</i>	Staff files reviewed, re ordered and qualifications and vocational experience verified.
Audit findings 11.12.08	Staff files reviewed were compliant. COMPLIANT