

Toid: 3562



Level 6, 35 Spring Street
Melbourne VIC 3000

GPO Box 217
Melbourne VIC 3001

T (03) 9637 2806

F (03) 9651 3266

vrqa@edumail.vic.gov.au

Mr Paul Jones
Chief Executive Officer
Arbortrim Australia Pty Ltd
3/59 Wray Crescent
MT EVELYN VIC 3796

Dear Mr Jones

Re:2009 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 Arbortrim Australia Pty Ltd 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 on 6 May 2009. 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 Standards 1 and 2. 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.

The VRQA has made the decision to extend your registration for a period of 12 months until 31 May 2010 on the requirement that you commit to rectifying the non-compliances found during audit. In your email dated 29 May 2009 you requested a 3 month extension to your registration, outlining your reasons for this request. On this basis you are required by 28 August 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

A stylized signature in a bold, serif font that reads "ORJL".

Rob Fearnside
Deputy Director, VRQA

10/June 2009

Attach: Audit Report

AQTF Post Initial Audit

RTO: 3562 Arbortrim

Audit Date: 6/5/09

AQTF 2007 AUDIT REPORT

RTODETAILS			
RTO Name	Arbortrim Australia	NTIS Number	3562
Address	3/59 Wray Cres, Mt Evelyn 3796		
	Website	http://www.arbortrim.com.au	
Registration Contact	Mr Paul Jones		
Phone Number	9737 0555	E-mail	paul@arbortrim.com.au
Student Numbers	84		
AUDIT TEAM			
Lead Auditor	Sue Foster	Auditor/s	
Technical Advisor/s		Observer/s	
REGISTERINGBODY DETAILS			
Contact Person	Mr J. Gill		
Phone Number	9651 3226	E-mail	gill.jerzy.j@edumail.vic.gov.au
AUDIT DETAILS			
Type of Audit	Renewal		
Standards audited	1, 2, 3		
Conditions audited	6		
Audit Date/s	6/5/09		
Other audit notes			
FOCUSOF AUDIT			
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE			
NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site	
BCCCM2013C	CONTROL TRAFFIC WITH A STOP-SLOW BAT	OFF-THE-JOB	
BCCCM3003C	IMPLEMENT TRAFFIC MANAGEMENT PLAN	OFF-THE-JOB	
FPICOT2204A	MAINTAIN CHAINSAWS	RTO & WORKPLACE BASED	
FPICOT2221A	TRIM & CROSS-CUT FELLED TREES	RTO & WORKPLACE BASED	
RTF3713A	CARRY OUT WORKPLACE OHS PROCEDURES	RTO & WORKPLACE BASED	
RTF3019A	REMOVE TREES IN CONFINED SPACES	RTO & WORKPLACE BASED	

AQTF Post Initial Audit

RTO: 3562 Arbortrim

Audit Date: 6/5/09

RTF40204

CERTIFICATE IV IN HORTICULTURE (ARBORICULTURE)

RTO BASED

INTERVIEWEES (Staff -name and position; employer name and position ; students (by program, do not list by name)		
		MR PAUL JONES, DIRECTOR, ARBORTRIM AUSTRALIA

AQTF Post Initial Audit

RTO: 3562 Arbortrim

Audit Date: 6/5/09

AQTF 2007 AUDIT REPORT

Standard 1: The RTO provides quality training and assessment across all of its operations		
Audit conclusion	Result	
<p>Findings The RTO was noncompliant with elements 1.1, 1.2, 1.4, 1.5.</p>	Compliant	
	Non-compliant	./
	Not audited	
<p>Element 1.1 Quality training and assessment The RTO has a range of strategies for collecting information to inform continuous improvement of training and assessment, but there was insufficient evidence that these were implemented over the past 12 months other than in preparation for the audit. <i>Recommendation: It is recommended that the RTO develops a strategy for ensuring that it implements its stated policies for continuous improvement.</i></p>		
<p>Element 1.2 Strategies for training and assessment. Delivery and assessment strategies were not available for the Certificate IV in Horticulture (Arboriculture) and learner guides and session plans were not available for all of the units being delivered. <i>Recommendations:</i> <i>It is recommended that the RTO develops delivery and assessment strategies and guidelines for delivery of courses for all qualifications and units on scope.</i></p>		
<p>Element 1.4 Trainer and assessor skills. Trainer records were incomplete as not all staff certificates were on file and evidence of current vocational competence was not demonstrated for all trainers and assessors. <i>Recommendation: It is recommended that the RTO ensures that all trainers and assessors hold the required qualifications, current vocational competence and that staff records include evidence of the qualifications completed.</i></p>		
<p>Element 1.5 Quality of assessment. The RTO did not have, or implement, a strategy for recognition of prior learning. Assessment tools were not available for RTF3713A. The assessment tools for RTF3019A, did not include complete guidelines for candidates and assessors on the conduct of assessment, including guidelines for assessors on the basis of their judgments of competence to ensure consistency of assessment. <i>Recommendations</i></p>		

AQTF Post Initial Audit

RTO: 3562 Arbortrim

Audit Date: 6/5/09

<p><i>It is recommended that the RTO develops tools for recognition of prior learning for all qualifications on scope.</i></p> <p><i>It is recommended that the RTO develops assessment tools for each of the units on scope that are consistent with the rules of evidence and principles of assessment.</i></p>		
Strengths		
Opportunities for Improvement		

AQTF Post Initial Audit

RTO: 3562 Arbortrim

Audit Date: 6/5/09

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients		
Audit conclusion	R11ult	III
Findings	Compliant	
The RTO was noncompliant with elements 2.1, 2.2, 2.4, 2.5.	Non-compliant	II
Element 2.1 Continuous improvement of client services	Not audited	
The RTO has a range of strategies for collecting information to inform continuous improvement of client services, but there was insufficient evidence that these were implemented over the past 12 months other than in preparation for the audit. <i>Recommendation: It is recommended that the RTO develops a strategy for ensuring that it implements its stated policies for continuous improvement.</i>		
Element 2.2 Clients receive accurate and sufficient information to make an informed choice.		
The advice to students did not include guidelines on the process for RPL assessments. <i>Recommendation: That students are provided with clear guidelines on what RPL is available, the process for accessing RPL and the process for conducting the RPL procedure.</i>		
Element 2.4 Catering for learners' needs.		
The RTO had a process for assessing students' language, literacy and numeracy needs, but did not implement it. <i>Recommendation: It is recommended that the RTO implements its stated process for assessing students' language, literacy and numeracy needs.</i>		
Element 2.5 Learners' access to their records.		
The RTO did not advise students of their right to access to their records. <i>Recommendation: It is recommended that the RTO advises students of the process for accessing their records.</i>		

AQTF Post Initial Audit

RTO:3562 Arbortrim

Audit Date: 6/5/09

strengths
Opportunities for Improvement

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates	
Audit conclusion	Result . /
Findings	Compliant
The RTO was noncompliant with element 3.1.	Non-compliant . /
Element 3.1 Systematic and continuous improvement approach to managing operations.	Not audited
The RTO has a range of strategies for collecting information to inform continuous improvement of the management of operations, but there was insufficient evidence that these were implemented over the past 12 months other than in preparation for the audit.	
<i>Recommendation: It is recommended that the RTO develops a strategy for ensuring that it implements its stated policies for continuous improvement.</i>	
Strengths	
Opportunities for Improvement	

AQTF Post Initial Audit

RTO: 3562 Arbortrim

Audit Date: 6/5/09

Condition 6 – Certification And Issuing Of Qualifications And Statements Of Attainment

Audit conclusion

The RTO was compliant with this condition.

Result	''
Compliant	-/
Non-compliant	
Not audited	

Strengths

Opportunities for Improvement

