



REPORT

Audit report: Competitive Solutions Australia Pty. Ltd. as The Trustee for Competitive Solutions Australia Unit Trust

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| RTO number: | 45293 |
| CRICOS number: | N/A |
| Date/s of audit: | 15 May 2019 |
| Date report created: | 16 May 2019 |

Organisation details

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|----------------------------|---|
| Organisation's legal name: | Competitive Solutions Australia Pty. Ltd. as The Trustee for Competitive Solutions Australia Unit Trust |
| Trading name/s: | N/A |
| RTO number: | 45293 |
| CRICOS number: | N/A |

Audit team

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|---------------|---------------|
| Lead auditor: | Eliza Chiam |
| Assistant/s: | Paige O'Riley |

Audit details

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|-----------------------------------|---|
| Application number/s: | N/A |
| Audit number/s: | AUDREC0009398 |
| Audit reason/s: | Post Initial |
| Address of site/s visited: | 20 Monomeeth Dr MITCHAM VIC 3132 Australia |
| Date/s of audit: | 15 May 2019 |
| Organisation's contact for audit: | Nathan Carl Shoemark Chief Executive Officer nathan@csolutions.edu.au 0422784186 |

Original finding at time of audit

Audit finding: Concerning non-compliance

Report completed by: Eliza Chiam

| Practice | Standards for RTOs | Finding |
|---------------------------------|---------------------------------------|---------------|
| Marketing/Recruitment Practices | 4.1 | Compliant |
| Enrolment | 5.1, 5.2*, 5.3 | Not compliant |
| Support and Progression | 1.7 | Compliant |
| Training and Assessment | 1.1, 1.2, 1.3, 1.8*, 1.13, 1.14, 1.16 | Not compliant |
| Completion | 3.1 | Compliant |

*Indicates a non-compliant clause

Background

Competitive Solutions Australia Pty. Ltd. (the RTO) was incorporated in 2017. On 21 November 2017, ASQA granted Competitive Solutions Australia's registration to deliver nationally recognised training, and assessment. The RTO shares resources with Distinctive Solutions, which is a 'lean focused' training consultancy, working within the manufacturing and logistics industries. Both organisations have the same joint Directors and Chief Executive Officers.

Distinctive Solutions has partnership with Chisholm Institute under their scope as a government sponsored third party.

Distinctive Solutions will continue to operate alongside the RTO – Competitive Solutions. Distinctive Solutions currently delivers and assesses qualifications under third party agreements with Chisholm Institute of TAFE. This arrangement has been in place for the last seven years and the organisation has been approved each year by the VET funding body in Victoria (HESG). Current clients of Distinctive Solutions are small and large organisations such as: Australian Paper, BlueScope, Moran Furniture, All Purpose Pumps, Guests and Avery Dennison.

Summary of organisation and management structure:

- Owners: Mr Nathan Carl Shoemark, and Mr Paul Balkin.
- Chief Executive Officer: Mr Nathan Carl Shoemark.

Scope of organisation's registration:

- *MSS30316 Certificate III in Competitive Systems and Practices*
- *MSS40316 Certificate IV in Competitive Systems and Practices.*

Suburb and state of all delivery sites:

- Victoria.

Third party usage:

- The RTO does not have any third party agreements.

Core clients/target groups:

- Existing employees.

Training Revenue (Funded or fee for service):

- Employers paying for training under fee for service arrangements.

Total number of current enrolments in the organisation as at audit date: 17

- *MSS30316 Certificate III in Competitive Systems and Practices: 8*
- *MSS40316 Certificate IV in Competitive Systems and Practices: 9*

In preparing the audit report, consideration has been given and reference made, where relevant, to:

- Information provided by students as part of a student survey or interview.
- Information provided directly by Competitive Solutions Australia Pty. Ltd. as The Trustee for Competitive Solutions Australia Unit Trust to ASQA.
- Existing information and records held by ASQA concerning Competitive Solutions Australia Pty. Ltd. as The Trustee for Competitive Solutions Australia Unit Trust.

- Information provided to ASQA's auditors and documentation reviewed during the site audit of Competitive Solutions Australia Pty. Ltd. as The Trustee for Competitive Solutions Australia Unit Trust conducted on 15 May 2019.
- Other publicly available information - including but not limited to, information published on the organisation's and third-party websites.

Audit Sample

| Training Products | Mode/s of delivery/assessment* | Current enrolments |
|--|--------------------------------|--------------------|
| <i>MSS30316 Certificate III in Competitive Systems and Practices</i> | Face to face | 8 |
| <i>MSS40316 Certificate IV in Competitive Systems and Practices</i> | Face to face | 9 |

*Apprenticeship, Traineeship, Face to face, Distance, Online, Workplace, Mixed, Other (specify)

Interviewees

| Name | Position | Training products |
|-------------------------|--------------------------------|-------------------|
| Mr Nathan Carl Shoemark | Chief Executive Officer | All |
| Mr Paul Balkin | Director | N/A |
| Ms Fiona Dunkerton | Quality and Compliance Manager | N/A |

About this Report

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs). If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been identified, the Registered Training Organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting a non-compliance may require:

- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners

Original action required by Organisation

Competitive Solutions Australia Pty. Ltd. as The Trustee for Competitive Solutions Australia Unit Trust did not meet all requirements for Clauses

Standards for RTOs: 1.8, 5.2

Remedial action is required for the following training products:

- *MSS30316 Certificate III in Competitive Systems and Practices*
 - *MSS403001 Review competitive systems and practices*
 - *MSS402080 Undertake root cause analysis*
- *MSS40316 Certificate IV in Competitive Systems and Practices*
 - *MSS403001 Review competitive systems and practices*
 - *MSS403021 Facilitate a Just in Time system*

The organisation is required to provide evidence that demonstrates:

Standards for RTOs:

1.8: it implements an assessment system that ensures that assessment (including recognition of prior learning) is conducted in accordance with the Principles of Assessment, and the Rules of Evidence.

5.2: it provides, in print or through referral to an electronic copy (prior to enrolment or the commencement of training and assessment, whichever comes first), current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO.

Areas of non-compliance

Enrolment

Standards for RTOs Clause 5.2

Original Finding: Not compliant

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- a) the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
- b) the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - i) estimated duration;
 - ii) expected locations at which it will be provided;
 - iii) expected modes of delivery;
 - iv) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and
 - v) any work placement arrangements.
- c) the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d) the learner's rights, including:
 - i) details of the RTO's complaints and appeals process required by Standard 6; and
 - ii) if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;
- e) the learner's obligations:
 - i) in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
 - ii) any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
 - iii) any materials and equipment that the learner must provide; and
- f) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

The following evidence was reviewed:

- RTO website – www.csolutions.edu.au
- Course outlines (NB: this is the RTO's main form of marketing)
- Student handbook.

- The organisation's pre-enrolment information does not provide students with sufficient information on their obligations relevant to the chosen training product. For example, but not limited to:
 - The RTO delivers its training and assessment through the clustering of units of competencies. While this is indicated in the RTO's assessments cover page, the students are not advised of the implications of this arrangement. The students may not be entitled to receiving any statements of attainment in the event where they do not complete the full suite of clustered units of competency.
 - There was insufficient information provided to students in relation to credit transfer due to cluster delivery and assessment of its units of competency within the course. The RTO advised that it will discuss and arrange credit transfers with the individual students accordingly; however, this has not been reflected in the information provided to the students.

Training and Assessment

Training Delivery and Assessment

Standards for RTOs Clause 1.8

Original Finding: Not compliant

The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and
- b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

Table 1.8.1 Principles of Assessment

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|-------------|--|
| Fairness | The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary. |
| Flexibility | Assessment is flexible to the individual learner by: <ul style="list-style-type: none">• reflecting the learner's needs;• assessing competencies held by the learner no matter how or where they have been acquired; and• drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual. |
| Validity | Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none">• assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;• assessment of knowledge and skills is integrated with their practical application;• assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and• judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements. |
| Reliability | Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment. |

Table 1.8.2 Rules of Evidence

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|--------------|---|
| Validity | The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements. |
| Sufficiency | The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency. |
| Authenticity | The assessor is assured that the evidence presented for assessment is the learner's own work. |
| Currency | The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past. |

MSS30316 Certificate III in Competitive Systems and Practices

- *MSS403001 Review competitive systems and practices* (common unit)
- *MSS402080 Undertake root cause analysis*

MSS40316 Certificate IV in Competitive Systems and Practices

- *MSS403001 Review competitive systems and practices* (common unit)
- *MSS403021 Facilitate a Just in Time system*

- The following evidence was reviewed:

- **Training and assessment strategies:**

- *MSS30316 Certificate III in Competitive Systems and Practices*
- *MSS40316 Certificate IV in Competitive Systems and Practices.*

- Assessment tools [including RPL] for:

- MSS403001 Review competitive systems and practices*

- Simulation Instruction Booklet
- Student Assessment Guide
- Mapping Guide
- Marking Guide
- RPL Kit
- RPL Assessor Guide
- Assessment:
 - Assessment 1: Observation
 - Assessment 2: Knowledge Questions (3 short answer questions)
 - Assessment 3: Workplace Activities
 - Assessment 4: Third Party Report.

- MSS402080 Undertake root cause analysis*

- Simulation Instruction Booklet
- Student Assessment Guide
- Mapping Guide
- Marking Guide
- RPL Kit
- RPL Assessor Guide
- Assessment:
 - Assessment 1: Observation
 - Assessment 2: Knowledge Questions (3 short answer questions)
 - Assessment 3: Workplace Activities
 - Assessment 4: Third Party Report.

- MSS403021 Facilitate a Just in Time system*

- Simulation Instruction Booklet
- Student Assessment Guide
- Mapping Guide
- Marking Guide
- RPL Kit
- RPL Assessor Guide
- Assessment:
 - Assessment 1: Observation
 - Assessment 2: Knowledge Questions (3 short answer questions)
 - Assessment 3: Workplace Activities
 - Assessment 4: Third Party Report.

- Completed student assessment items (and the assessment tools used):

- MSS403001 Review competitive systems and practices*

- MSS402080 Undertake root cause analysis*

- RPBR (Student ID: 01441)
- ET (Student ID: 01442).

- MSS403021 Facilitate a Just in Time system*

- JE (Student ID: 01418)

- CF (Student ID: 01416).

The following analysis provides guidance on the areas of non-compliance. Examples of non-compliances are provided however, this is not an exhaustive list. It is the organisation's responsibility to review the assessment system and implementation of the assessment system for each unit of competency for all non-compliances identified below and provide evidence:

- of a revised assessment system for each unit of competency listed above that addresses all requirements of Clause 1.8.
- that confirms students were assessed as meeting all the requirements of the training product(s) in which they were enrolled.
- The assessment tools do not provide clear information to the student to fully inform them of the assessment process and conditions. For example, but not limited to:
 - ambiguous information was provided to the students regarding reassessment opportunities. The organisation's student handbook references two reassessment opportunities; however, the assessment tools state *'if any of your task performance receives a NS outcome, you will be asked to performance [sic] the task again'*.
 - the assessment tools did not specify assessment conditions, for example but not limited to, open or closed book, working in groups or individually, assessment timeframes.