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Date: 4 July 2008
Version 5Redrock Enterprises Pty Ltd as Trustee for the Redrock Trust
Taylormade First Aid Solutions

RTO DETAILS			
NTIS number	31326		
Address	Unit 14, 180 Westlake Drive, Westlake, QLD, 4074.		
Audit venue	As above		
Contact person	Dennis Taylor	Web site	www.taylormade.com.au
Phone number	3279 7276	E-mail	Redrock.enterprises@bigpond.com
Student numbers	A total of approximately 2000 since February 2006. Per month 75.		
AUDIT TEAM			
Lead Auditor	Tony Feagan	Auditor/s	None allocated
Phone	3314 0167	Adviser/s	None
E-mail	tfeagan@tpg.com.au	Observer/s	None
AUDIT DETAILS			
Type of audit	Post-initial		
Standards audited	All		
Conditions audited	5		
Audit date/s	25 July 2008		
Audit outcome on day of audit	Compliant <input checked="" type="checkbox"/> Significant non-compliance <input type="checkbox"/> Minor non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>		
Other audit notes	Taylormade First Aid Solutions is a small Brisbane based First Aid provider with associated training co-providers in three other locations. The RTO delivers stand alone first aid units from the health training package.		

FOCUS OF AUDIT			
NTIS code	Qualification/Unit of Competence	Licensed outcome	Delivery site
HLTFA301B	Apply first aid	No	various
HLTFA403A	Manage first aid in the workplace	No	various

INTERVIEWEE/S		
Dennis Taylor - CEO	Christine Van Ohr - Consultant	

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

1.1: The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.

Intent: *The RTO improves training and assessment arrangements in accordance with data collected.*

At time of audit:
 Compliant
 Not Compliant
 Not Audited

The organisation's continuous improvement approach:
 Y N
 ensures that trainers and assessors systematically validate and improve processes, assessment tools and evidence requirements.
 involves staff, clients and industry stakeholders (eg employers, skills councils etc)
 uses qualitative and/or quantitative data to determine the need for improvements to training and assessment.

Y N N/A
 Improvements to training and assessment are demonstrated.

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.

Intent: *Industry engagement and support is evident in the development of all training and assessment strategies. All training and assessment strategies meet the requirements of the training package or accredited course.*

At time of audit:
 Compliant
 Not Compliant

The organisation develops training and assessment strategies and training programs that:
 Y N
 provide sufficient information regarding delivery and assessment methods
 ensure that learners receive training and assessment that meets the needs of their identified target group
 industry engagement and support is evident
 meet all requirements of the training package qualification or accredited course, including identifying units of competency.

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 training and assessment strategies.

Intent: *The resources used by the RTO across all of its operations are consistent with current industry standards.*

At time of audit:
 Compliant
 Not Compliant
 Not Audited

Y N
 The organisation has access to suitable facilities for its training and assessment activities
 The organisation has access to suitable equipment meeting the requirements of industry and the training package or accredited course.
 The organisation has access to training materials that meet the requirements of industry stakeholders and the training package or accredited course and which adequately support the learner in achieving the required level of competence
 The organisation has access to suitable human resources (refer to element 1.4)

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The organisation has access to suitable assessment materials (refer to element 1.5).

1.4: Training and assessment are conducted by trainers and assessors who:

- have the necessary training and assessment competencies as determined by the National Quality Council or its successors
- have the relevant vocational competencies at least to the level being delivered or assessed, and continue developing their vocational and training and assessment competencies to support continuous improvements in the delivery of the RTO's services.

Intent: All trainers and assessors of nationally recognised training meet national benchmark competency requirements and continue to develop their competence.

At time of audit:

Compliant
 Not Compliant

The organisation verifies that trainers and assessors:

Y N

meet national benchmark competency requirements (as detailed below)

continue to develop their competency by:

- supporting them in meaningful engagement with industry and relevant professional bodies
- supporting their professional development in teaching and learning methods
- fostering a culture of critical evaluation and innovation.

Dennis Taylor

HLTCPR201A, HLTF201A, HLTF301B, HLTF402B and HLTF404A.

TAA40104 Certificate IV in Training and Assessment or equivalent competencies

BSZ40198 Certificate IV in Assessment and Workplace Training or equivalent competencies

Trainer does not hold training and/or assessment competencies, but acts within suitable partnership or supervision arrangements.

Relevant vocational qualifications

- statement of attainment for three TAA units, senior first aid certificate 2006, CPR refresher 2006, many other statements of attainment dating back to 1995 many first aid and WHS related.

Relevant vocational experience

- 1985 – present - trainer of WHS related courses, first aid courses and related matters in private and public sector.

Relevant professional development

- 2007 – Skills Council initiated HLT training package implementation workshops, AQTF information workshop 2004, member ARC NSW branch, and committee member of the Emergency Care Providers of Australia.

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Frank Major (a co-provider)

HLTCPR201A, HLTF201A, HLTF301B

- TAA40104 Certificate IV in Training and Assessment or equivalent competencies
- BSZ40198 Certificate IV in Assessment and Workplace Training or equivalent competencies
- Trainer does not hold training and/or assessment competencies, but acts within suitable partnership or supervision arrangements.

Relevant vocational qualifications

- Statement of Attainment for the three nominated first aid units

Relevant vocational experience

- First Aid Officer, Workplace Health and Safety Officer, (Corrective Services), design and delivery WHS courses.

Relevant professional development

- In- house first aid updates, current TAFE teacher.

Paul Rernart Van Meteren (a co-provider)

HLTCPR201A, HLTF201A, HLTF301B, HLTF402B, HLTF403B and HLTF404A.

- TAA40104 Certificate IV in Training and Assessment or equivalent competencies
- BSZ40198 Certificate IV in Assessment and Workplace Training or equivalent competencies
- Trainer does not hold training and/or assessment competencies, but acts within suitable partnership or supervision arrangements.

Relevant vocational qualifications

- Senior First Aid, Associate Diploma of Applied Sciences (Ambulance), HAZ Chemicals handling, Site Safety and Health Representative, Conduct Health and Safety Investigation, WHS auditing qualifications, Confined Space Entry course, Diploma of OHS (current studies).

Relevant vocational experience

- Workplace Health and Safety officer, site safety officer, Rehabilitation coordinator since 2003, first aid trainer and assessor since 2005.

Relevant professional development

- Current studies in Diploma of OHS, recertification WHSO, recertification rehabilitation and return to work coordinator.

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1.5: Assessment: <ul style="list-style-type: none"> • meet the requirements of the relevant training package or accredited course • is conducted in accordance with the principles of assessment and the rules of evidence • meets workplace and, where relevant, regulatory requirements. 	
Intent: Assessment ensures that only learners who hold the requisite skills and knowledge are certified as competent.	At time of audit: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant

Certificate II in Emergency Medical Service First Response

HLTFA301B – Apply First Aid

Assessment tools consist of:

- scenario based responses (formative), multiple choice questions, short answer questions and practical activities (observed by assessor)

For this unit, the organisation's assessment materials:

- | | | | |
|-------------------------------------|--------------------------|--------------------------|--|
| Y | N | N/A | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | | sufficiently address performance criteria |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | sufficiently address critical aspects of evidence |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | | sufficiently address required knowledge |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | | sufficiently address required skill |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | | sufficiently address context and consistency of assessment requirements |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | | provide for valid, reliable, flexible and fair assessment |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | | provide for judgement to be made on basis of sufficient, valid, authentic and current evidence |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | | include workplace requirements as suggested in the range of variables |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | | assessment methods align to the training and assessment strategy. |

The organisation has:

- | | | |
|-------------------------------------|--------------------------|--|
| Y | N | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | developed suitable benchmarking information for all assessment tools |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | provided information to students about the context and purpose of assessment |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | developed and, where appropriate, implemented mechanisms to provide feedback to learners on assessment outcomes. |

- | | | |
|-------------------------------------|--------------------------|--|
| Y | N | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | For this unit, the organisation has gathered sufficient evidence to make a valid judgement of competence (including RPL outcomes) for the following students: <ul style="list-style-type: none"> • Josh Anderson, Gaven Barrett, Gary Burgess, Laurence Cosgrove, Allan Edelman, Adrian Jenkinson, Shane Kerr, Jacob Martin, Carla Nolan, Paul Robson, Wyntan Skvar. (co-provider – CQ First Aid and Safety Training) • Kylie Clark, Xiu-Ning Chen, Kym Duguid, Margaret Lovett, Kerrie-Anne Robinson, Dianne Holman, Lisa Medwin, Joanne Stevens (Assessed by RTO principal). |

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HLTFA403A – Manage first aid in the workplace

Assessment tools consist of:

- practical workplace based activities (show ,describe), research assignment. (this unit also incorporates assessment tasks from inbuilt pre-requisite units which address the critical aspects and some of the underpinning skills requirements)

For this unit, the organisation's assessment materials:

Y N N/A

- sufficiently address performance criteria
- sufficiently address critical aspects of evidence
- sufficiently address required knowledge
- sufficiently address required skill
- sufficiently address context and consistency of assessment requirements
- provide for valid, reliable, flexible and fair assessment
- provide for judgement to be made on basis of sufficient, valid, authentic and current evidence
- include workplace requirements as suggested in the range of variables
- assessment methods align to the training and assessment strategy.

The organisation has:

Y N

- developed suitable benchmarking information for all assessment tools
- provided information to students about the context and purpose of assessment
- developed and, where appropriate, implemented mechanisms to provide feedback to learners on assessment outcomes.

Y N

- For this unit, the organisation has gathered sufficient evidence to make a valid judgement of competence (including RPL outcomes) for the following students:
 - no training and assessment for this unit at this stage
- Student files were not examined, as no delivery has occurred.

Standard 1 - Strengths

- RTO principal has extensive experience in the first aid training industry.

Standard 1 - Opportunities for Improvement

- Identified co-providers' curricula vitae need clarity in places.

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

2.1: The RTO continuously improves client services by collecting, analysing and acting on relevant data.

Intent: *Client services meet clients' needs and are continuously improved in accordance with data collected about their effectiveness.*

At time of audit:
 Compliant
 Not Compliant
 Not Audited

The organisation:
 Y N
 establishes what client needs are
 collects data about whether these needs are being met
 systematically improves services in response to this data.

2.2: Before clients enrol or enter into a contract, the RTO informs them about the training, assessment and support services to be provided and about their rights and obligations.

Intent: *Clients are provided with accurate and sufficient information to make an informed choice about their enrolment and/or contractual agreement.*

At time of audit:
 Compliant
 Not Compliant
 Not Audited

The organisation:
 Y N
 provides appropriate information to prospective clients and learners
 ensures the information is accurate, current and not misleading
 provides the information systematically.

2.3: 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.

Intent: *Learners, including apprentices and trainees, receive support from all parties engaged in their training and assessment.*

At time of audit:
 Compliant
 Not Compliant
 Not Audited
 Not Applicable

The organisation:
 Y N
 involves workplace personnel in planning relevant workplace programs
 ensures that the training and assessment program makes full use of opportunities at the workplace
 monitors each learner's progress and the support provided to them by the workplace.

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2.4: Learners receive training, assessment and support services that meet their individual needs.	
Intent: <i>Learners have every reasonable opportunity to complete their training program.</i>	At time of audit: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant <input type="checkbox"/> Not Audited
The organisation ensures that: Y N	
<input checked="" type="checkbox"/> <input type="checkbox"/> individual learners' needs are systematically assessed	
<input checked="" type="checkbox"/> <input type="checkbox"/> learners know how to access the services they will require to complete their training and assessment program.	

2.5: Learners have timely access to current and accurate records of their participation and progress.	
Intent: <i>Learners have access to their records.</i>	At time of audit: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant <input type="checkbox"/> Not Audited
The organisation: Y N	
<input checked="" type="checkbox"/> <input type="checkbox"/> systematically manages learners' records	
<input checked="" type="checkbox"/> <input type="checkbox"/> ensures that staff understand and meet their responsibilities for record-keeping and records management	
<input checked="" type="checkbox"/> <input type="checkbox"/> informs learners on how to access their records.	

2.6: Complaints and appeals are addressed efficiently and effectively.	
Intent: <i>Complaints and appeals are managed fairly, efficiently and effectively.</i>	At time of audit: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant <input type="checkbox"/> Not Audited
The organisation: Y N	
<input checked="" type="checkbox"/> <input type="checkbox"/> develops and implements a process for handling complaints and appeals	
<input checked="" type="checkbox"/> <input type="checkbox"/> ensures that clients and staff know about and follow the system	
<input checked="" type="checkbox"/> <input type="checkbox"/> takes corrective action to deal with the identified cause of complaints.	

Standard 2 - Strengths
•
Standard 2 - Opportunities for Improvement

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

3.1: The RTO uses a systematic and continuous improvement approach to the management of operations.

Intent: *The management system ensures that the RTO meets the AQTF 2007 Essential Standards for Registration and any legislation and regulations under which it is registered.*

At time of audit:
 Compliant
 Not Compliant
 Not Audited

The organisation ensures that:
 Y N
 there is relevant and sufficient documentation of management systems for the scope and scale of its operations
 staff know and meet their responsibilities for implementing the system
 the system is systematically monitored and improved.

Policies are set under the following headings:

- Related Policies, Task Responsibilities, Procedure, Related Procedures, Documentation, Supporting documents,

3.2: The RTO monitors training and/or assessment services provided on its behalf to ensure that they comply with all aspects of the AQTF 2007 Essential Standards for Registration.

Intent: *Services delivered under partnership arrangements comply with the AQTF 2007 Essential Standards for Registration.*

At time of audit:
 Compliant
 Not Compliant
 Not Audited
 Not Applicable

The organisation:
 Y N
 manages training and assessment provided on its behalf by documenting or recording agreements that cover the responsibilities of both parties
 monitors the implementation of these agreements
 makes improvements where required.

3.3: The RTO manages records to ensure their accuracy and integrity.

Intent: *Records maintained by the RTO support the continuous improvement of its operations and provide evidence of compliance with the AQTF 2007 Essential Standards for Registration.*

At time of audit:
 Compliant
 Not Compliant
 Not Audited

Y N
 The organisation uses a systematic approach that ensures it maintains all records relevant to its operations as an RTO, including the continuous improvement of its operations.
 The organisation complies with DETA's Retention of Student Results and Assessment Records Policy for RTOs.
 Qualifications and statements of attainment comply with the requirements of the AQF Implementation Handbook and the relevant training package or accredited course.

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Standard 3 - Strengths
<ul style="list-style-type: none">•
Standard 3 - Opportunities for Improvement
<ul style="list-style-type: none">•

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CONDITIONS OF REGISTRATION						
CONDITIONS OF REGISTRATION	RESULTS				EVIDENCE	CORRECTIVE ACTION TO BE TAKEN
	Yes	No	Not audited	Not applicable		
CONDITION 1 – GOVERNANCE						
The RTO's chief executive must ensure that the RTO complies with the Essential Standards for Registration and any national guidelines approved by the National Quality Council across all of its operations within its scope of registration listed on the National Training Information Service.			✓			
CONDITION 2 – INTERACTIONS WITH THE REGISTERING BODY						
The RTO's chief executive must ensure that the RTO cooperates with its registering body in the conduct of audits and the monitoring of its operations, the provision of accurate and timely data relevant to measures of its performance and information about significant changes to its operations and in the retention, archiving, retrieval and transfer of records consistent with its registering body requirements.			✓			
CONDITION 3 – COMPLIANCE WITH LEGISLATION						
The RTO must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements that are relevant to the RTO's operations and its scope of registration and ensure that its staff and clients are fully informed of these requirements where they affect their duties or participation in vocational education and training.			✓		Refer to signed agreement	
CONDITION 4 – INSURANCE						
The RTO must hold insurance for public liability throughout its registration period.			✓			
CONDITION 5 – FINANCIAL MANAGEMENT						
The RTO must protect fees paid in advance and have a fair and reasonable refund policy.	✓				Holding account.	
The RTO must have its accounts certified by a qualified accountant to Australian Accounting Standards, at least annually, and provide the certificate of accounts to its registering body on request. If the registering body			✓			

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CONDITIONS OF REGISTRATION	RESULTS				EVIDENCE	CORRECTIVE ACTION TO BE TAKEN
	Yes	No	Not audited	Not applicable		
reasonably deems it necessary, the chief executive must provide to the registering body, a full audit report of the RTO's financial accounts from a qualified and independent accountant.						
CONDITION 6 – CERTIFICATION AND ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT						
The RTO must issue to persons it has assessed as competent, in accordance with the requirements of the Training Package or accredited course, a qualification or statement of attainment (as appropriate) that meets the Australian Qualifications Framework (AQF) requirements, identifies the RTO by its national provider number from the National Training Information Service and includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use.			✓			
The RTO must retain client records of attainment of units of competence and qualifications for a period of 30 years.			✓			
CONDITION 7 – RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS						
The RTO must recognise the AQF qualifications and statements of attainment issued by any other RTO.			✓			
CONDITION 8 – ACCURACY AND INTEGRITY OF MARKETING						
The RTO must ensure its marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration and the NRT logo is used in accordance with its conditions of use. The RTO must only use references or endorsements about their services or products in its marketing and advertising from a person or organisation in accordance with permission given by that person or organisation.			✓			
CONDITION 9 – TRANSITION TO TRAINING PACKAGES/EXPIRY OF ACCREDITED COURSES						
The RTO must manage the transition from superseded Training Packages within 12 months of their publication on the National Training Information Service and also manage the transition from superseded accredited courses so that it delivers only currently endorsed Training Packages or currently accredited courses.			✓			