



REPORT

SUMMARY Audit report : Century Group Pty Ltd

RTO number:	6127
CRICOS number:	N/A
Date/s of audit:	18 – 19 February 2020
Date report created:	19 February 2020
Date report updated:	26 March 2020

Organisation details

Organisation's legal name:	Century Group Pty Ltd
Trading name/s:	Aged Care Training Services Arrow Training Services A.T.S. Arrow Training Services Business Mamas
RTO number:	6127
CRICOS number:	N/A

Audit team

Lead auditor:	Eliza Chiam
Auditor/s:	Mary Oppy

Original finding at time of audit

Practice	Standards for RTOs	Finding
Training and Assessment	1.1, 1.2, 1.3, 1.8*, 1.13, 1.16	Not compliant
Marketing/Recruitment Practices	4.1	Compliant
Enrolment	5.1, 5.2, 5.3	Compliant
Support and Progression	1.7	Compliant
Regulatory Compliance / Governance	8.5*	Not compliant

*Indicates a non-compliant clause

Audit finding following analysis of additional evidence

Audit finding following analysis of additional evidence provided on 25/03/2020: Compliant Report completed by: Eliza Chiam

Practice	Standards for RTOs	Finding
Training and Assessment	1.8	Compliant
Regulatory Compliance / Governance	8.5	Compliant

*Indicates a non-compliant clause

Audit Sample

Training Products

CHC33015 Certificate III in Individual Support
BSB30215 Certificate III in Customer Engagement
CHC43015 Certificate IV in Ageing Support
SIT30616 Certificate III in Hospitality
TLI31616 Certificate III in Warehousing Operations

Original action required by Organisation

Century Group Pty Ltd did not meet all requirements for Clauses 1.8, and 8.5 of *Standards for Registered Training Organisations (RTOs) 2015*.

Remedial action is required for the following training products:

- **BSB30215 Certificate III in Customer Engagement** ◦
 - BSBCMM301 Process customer complaints ◦
 - BSBWOR201 Manage personal stress in the workplace
- **SIT30616 Certificate III in Hospitality** ◦ SITHFAB005
 - Prepare and serve espresso coffee ◦ SITXCOM002
 - Show social and cultural sensitivity
- **TLI31616 Certificate III in Warehousing Operations**
 - TLIA1001 Secure cargo
 - TLILIC2001 Licence to operate a forklift truck

The organisation is required to provide evidence that demonstrates:

Training and assessment

- the organisation has corrected its assessment system (to comply with Clause 1.8) for future students and has systems in place to ensure it is this system that is applied. The evidence to be provided must:
 - include the full suite of assessment tools (including RPL) for each unit of competency identified as non-compliant
 - demonstrate the organisation will implement an assessment system that ensures assessment:
 - complies with the assessment requirements of the relevant training product(s)
 - will be conducted in accordance with the Principles of Assessment and Rules of evidence.
- the organisation has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the *Transport and Logistics (TLI) Training Package* that were assessed in a manner that did not meet the requirements of Clause 1.8. Remedial action needs to cover current students and students who were assessed by your organisation in the past six months.

Audit finding following analysis of additional evidence

Following analysis of additional evidence provided by Century Group Pty Ltd on 25/03/2020, the organisation:

- provided sufficient evidence to demonstrate compliance with Clauses 1.8, and 8.5 of the *Standards for Registered Training Organisations (RTOs) 2015*.

Areas of non-compliance

Training and Assessment

Training Delivery and Assessment

Standards for RTOs Clause 1.8

Original Finding: Not compliant

Finding following additional evidence: 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

Fairness	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>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.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <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	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <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

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.

BSB30215 Certificate III in Customer Engagement

BSBCMM301 Process customer complaints

BSBWOR201 Manage personal stress in the workplace

- The following analysis provides guidance on the areas of non-compliance. Examples of noncompliances 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.

SIT30616 Certificate III in Hospitality

SITHFAB005 Prepare and serve espresso coffee

SITXCOM002 Show social and cultural sensitivity

- The following analysis provides guidance on the areas of non-compliance. Examples of noncompliances 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.

TLI31616 Certificate III in Warehousing Operations

TLIA1001 Secure cargo

TLILIC2001 Licence to operate a forklift truck

- The following analysis provides guidance on the areas of non-compliance. Examples of noncompliances 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 practices do not confirm the organisation conducted adequate assessment of the students that ensured they were competent against all requirements of the training product and that the assessment was conducted in accordance with the Principles of Assessment and the Rules of Evidence.

TLILIC2001 Licence to operate a forklift truck

Analysis of additional evidence

BSB30215 Certificate III in Customer Engagement

BSBCMM301 Process customer complaints

BSBWOR201 Manage personal stress in the workplace

SIT30616 Certificate III in Hospitality

SITHFAB005 Prepare and serve espresso coffee

SITXCOM002 Show social and cultural sensitivity

TLI31616 Certificate III in Warehousing Operations

TLIA1001 Secure cargo

TLILIC2001 Licence to operate a forklift truck

- The following additional evidence was reviewed:
 - ASQA audit response
 - attachment 1 BSBCMM301 Process customer complaints assessor guide ○ attachment 2 BSBWOR201 Manage personal stress in the workplace assessor guide ○ attachment 3 SITHFAB005 Prepare and serve espresso coffee assessor guide ○ attachment 4 SITXCOM002 Show social and cultural sensitivity assessor guide ○ attachment 5 TLIA1001 Secure cargo assessor guide ○ attachment 6 TLIA1001 Secure cargo assessment activity ○ attachment 7 CG Secure cargo assessment ○ attachment 8 JM Secure cargo assessment ○ attachment 9 exert from Worksafe
 - attachment 10 review of assessment evidence checklist AP ○ attachment 11 meeting minutes ○ attachment 12 observation of trainer ○ attachment 13 AP knowledge questions ○ attachment 14 full assessment for JM including knowledge, calculations and performance ○ attachment 15 review of assessment evidence checklist template.
- The organisation has addressed the non-compliance for future students.
- The organisation has planned and/or carried out sufficient remedial action to identify and address the impact the non-compliance may have caused students.

Regulatory Compliance / Governance

Compliance with legislation

Standards for RTOs Clause 8.5

*Original Finding: **Not compliant***

*Finding following additional evidence: **Compliant***

The RTO complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.

TLI31616 Certificate III in Warehousing Operations

- The following evidence was reviewed:
 - assessment tools for:
 - TLILIC2001 Licence to operate a forklift truck*
 - assessment mapping document
 - marking guide (Commonwealth of Australia assessment instrument) ▪ assessments:
 - assessment task 1: knowledge assessment -
 - assessment task 2: calculations assessment -
 - assessment task 3: performance assessment.
 - completed student assessment items:
 - Notice Of Assessment for a Licence to Perform High Risk Work – Worksafe Western Australia – dated 7 February 2019
 - operator’s daily checklist – LPG/ petrol forklift – dated 25 January 2019
 - hazard identification form – dated 25 January 2019.

Analysis of additional evidence

TLI31616 Certificate III in Warehousing Operations

- The following additional evidence was reviewed:
 - attachment 9 exert from Worksafe
 - attachment 10 review of assessment evidence checklist AP
 - attachment 11 meeting minutes
 - attachment 12 observation of trainer
 - attachment 13 AP knowledge questions
 - attachment 14 full assessment for JM including knowledge, calculations and performance
 - attachment 15 review of assessment evidence checklist template.
- The organisation has addressed the non-compliance for future students.
- The organisation has planned and/or carried out sufficient remedial action to identify and address the impact the non-compliance may have caused students.
- - As part of the organisation’s response, it also provided evidence the full completed reassessment (assessed with the National Assessment Instrument) of student JM conducted on 21 March 2020, reassessment of student AP’s knowledge assessment, meeting minutes between the organisation, and an independent consultant/ WA Worksafe Forklift Assessor, observation of trainer and assessor conducting full assessment, and the implementation of a Review of Assessment Evidence Checklist.