



VET Quality Framework audit report

Continuing registration as a national VET regulator (NVR) registered training organisation (RTO)

Legal name of organisation	Astra Group Services Pty Ltd
Date/s of audit	14 and 15 November 2012

ORGANISATION DETAILS				
RTO legal name	Astra Group Services Pty Ltd		RTO ID number	31544
Registered business trading name	Astra Group Services Pty Ltd		ABN	92117386615
Address	Unit 6 / 2011 Leitchs Rd, Brendale Queensland			Postcode 4500
Phone	07) 32050600	Fax	07) 32050633	
E-mail	michaelp@astragroup.com.au		Website	www.astragroup.com.au
Registration contact	Name	Mr Micael Parkinson	Position	Training Development Manager

AUDIT TEAM			
Lead auditor	Christine Williams	Technical adviser/s	N/A
Audit team members	N/A		N/A

ASQA CONTACT DETAILS			
Phone	1300 701801 (ASQA Info line)	E-mail	compliancebrisbane@asqa.gov.au

AUDIT DETAILS	
Audit type	<input checked="" type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration <input type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input type="checkbox"/> Other:
Scope of audit	<input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations <input type="checkbox"/> Australian Qualifications Framework (AQF) <input type="checkbox"/> Data Provision Requirements <input type="checkbox"/> Fit and Proper Person Requirements <input type="checkbox"/> Financial Viability Risk Assessment Requirements
Date/s of site visit/s	14 and 15 November 2012
Site/s visited	2011 Leitchs Road, Brendale
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 18, 20, 21, 22.2

ORGANISATION
<ul style="list-style-type: none"> Astra is a business services company which writes and designs systems mainly for the mining industry against risk, learning & development, fire, security & emergency management, organisational development. Approximately 90% of the clients are industry based with approximately 10% public clients. The organisation has two directors, four managers and approximately 15 full time staff with 60 sub-contractors who act as consultants. Some qualified contractors conduct training and assessment. The organisation had an agreement with Primexl in WA. This agreement lapsed in March 2012. Primexl has recently been taken over by Davidson Trahaire Corpssych. The organisation is currently in negotiation with Davidson Trahaire Corpssych to determine whether a new arrangement will take place. The current discussions are centred around the scoping. Core clients are from the mining industry with construction training undertaken by the organisation being within the mining industry. All delivery is at the organisation's main site at Brendale or at mine sites. The organisation occasionally rents a conference room for theory training at Eatons Hill Function Centre. The organisation owns its main premises at Leitchs Road and has recently purchased an additional facility at 3/6 Pine Rivers Park, 205-215 Leitchs Road, Brendale.

- The organisation currently has 9 students enrolled. The number of students enrolled during 2012 = 2105. Apart from RPL processes which have occurred, students are enrolled in short one and two day programs to gain individual units of competency.

FOCUS OF AUDIT

Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
30855QLD	Course in Fitness for Work	Face-to-face at main campus or employer site.
39253QLD	Course in Low Voltage Electrical	
BSB41407	Certificate IV in Occupational Health & Safety	RPL
BSB51307	Diploma of Occupational Health & Safety	
RII30112	Certificate III in Surface Extraction Operation	
TAE40110	Certificate IV in Training and Assessment	

INTERVIEWEES

Staff (name and position)

Name	Position	Program (qualification, course, etc)
Mr Michael Parkinson	Learning and Development Manager plus trainer/assessor	Relevant units of BSB, TAE, RII and accredited courses.
Mr Colin Duff	Senior Learning and Development Advisor	Relevant units of TAE, RII, BSB.

SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.

AUDIT OUTCOME

Audit status as at 15 November 2012

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

The level of non-compliance is considered to be minor when considering the potential for adverse impact on the quality of training and assessment outcomes for students.

The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

Auditor's Name	Christine Williams	Date of Report	21 November 2012
----------------	--------------------	----------------	------------------

AUDIT RECTIFICATION

Audit status following additional evidence received [date]

- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.
- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

Auditor's Name	Christine Williams	Date of Report	
----------------	--------------------	----------------	--

AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT		STATUS*
Financial Viability Risk Assessment Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Fit and Proper Person Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Data Provision Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Standards for NVR Registered Training Organisations 2011 - Essential Standards for Continuing Registration		
15	The NVR registered training organisation provides quality training and assessment across all of its operations	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
18	The NVR registered training organisation has governance arrangements in place	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
19	Interactions with the National VET Regulator	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
20	Compliance with legislation	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
21	Insurance	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
22	Financial management	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
23	Certification, issuing and recognition of qualifications and statements of attainment	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted		C = Compliant NC = Not Compliant NA = Not audited

Audit Findings

The organisation demonstrated compliance with the **Standards for NVR Registered Training Organisations (SNR) - Essential Standards for Continuing Registration 16, 17, 18, 20 and 22.2.**

SNR 15

30855QLD Course in Fitness for Work

QLD71FFW001A Fitness for work

Insufficient evidence of assessment against aspects of the:

- Range statements which require the student to be assessed, specifically under the headings, 1) Misuse means: 2) Excessive consumption means: 3) Alcohol, Drugs and/or Medications must include, 4) Signs of impairment due to the use, misuse or excessive consumption of alcohol, drugs and/or medication include.
- Essential Knowledge: specifically under the heading; Identify help & support mechanisms within the organisation and community to address issues relating to fitness for work.

TAE40110 Certificate IV in Training and Assessment

TAEASS402B Assess competence

TAEASS502B Design and develop assessment tools

Insufficient evidence of assessment against the:

- Required knowledge and skills

Rectification requirements – evidence of rectification to be submitted within 20 working days

SNR 15

30855QLD Course in Fitness for Work

QLD71FFW001A Fitness for work

Provide evidence of assessment against the following:

- Range statements which require the student to be assessed for, 1) Misuse 2) Excessive consumption 3) Alcohol, Drugs and/or Medications 4) Signs of impairment due to the use, misuse or excessive consumption of alcohol, drugs and/or medication.
- Required essential knowledge: Identify help & support mechanisms within the organisation and community to address issues relating to fitness for work.

TAE40110 Certificate IV in Training and Assessment

TAEASS402B Assess competence

TAEASS502B Design and develop assessment tools

Insufficient evidence of assessment against all aspects of the:

- Required knowledge and skills