

# AQTF Audit Report

## Continuing Registration

**Amy Boleszny T/A Healthy Business Training Academy**  
**NTIS #30831**

FM-PMA-34a  
 TRIM No: 09/182321  
 Version 4 – 12 March 2012  
 Training and International Quality

RTO Details			
Registration expiry	13/08/2012		
Principal Address	72 Cootharaba Drive, Helensvale Queensland 4212		
RTO contact	Amy Boleszny	Phone number	(07) 5502 6662
Operations	<ul style="list-style-type: none"> <li>Core clients are workers seeking to recognition of current skills and those seeking to improve their skills and employability, including trainees</li> <li>Delivery is distance (New Zealand, Singapore and all states in Australia), online and face to face</li> <li>Partnering organisations – Training for Learning Company, South Australia</li> <li>Government funding contracts are as follows:-               <ul style="list-style-type: none"> <li>2011-2012 - Skilling Solutions Queensland RPL Program Contract No: CP102273; Total = \$10,000</li> <li>Pre-Qualified Supplier Status (PS100503) – Nil claims</li> </ul> </li> <li>Approximate number of completions in past year per qualification/course/unit               <ul style="list-style-type: none"> <li>BSB31107 Certificate III in Business Administration (Medical) (2)</li> <li>BSB40407 Certificate IV in Small Business Management (3)</li> <li>HLT40307 Certificate IV in Massage Therapy Practice (8)</li> <li>TAE40110 Certificate IV in Training and Assessment (37 including 1 roll-over from previous year)</li> </ul> </li> <li>Approximate number of current enrolments per qualification/course/unit (54)               <ul style="list-style-type: none"> <li>BSB31107 Certificate III in Business Administration (Medical) (3)</li> <li>BSB40407 Certificate IV in Small Business Management (5)</li> <li>HLT40307 Certificate IV in Massage Therapy Practice (10)</li> <li>TAE40110 Certificate IV in Training and Assessment (36)</li> </ul> </li> </ul>		
Audit Team			
Lead Auditor	Ms Sonja Anders	Auditor/s	Ms Robyn Gray
Phone	07 3247 5216	Adviser/s	N/A
E-mail	Sonja.anders@deta.qld.gov.au	Observer/s	N/A
Audit details			
Reason/s for audit	Renewal of registration		
Audit date/s	21/05/2012	Audit number/s	30831-14
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3, 3.4		
Conditions audited	1, 2, 3, 4, 5, 6, 7, 8, 9, NIL		
Audit outcome on day of audit	Compliant <input type="checkbox"/>		Significant non-compliance <input type="checkbox"/>
	Minor non-compliance <input checked="" type="checkbox"/>		Critical non-compliance <input type="checkbox"/>
Rectification received			
Audit outcome following rectification	Compliant <input type="checkbox"/>		Significant non-compliance <input type="checkbox"/>
	Minor non-compliance <input type="checkbox"/>		Critical non-compliance <input type="checkbox"/>
Other audit notes	<ul style="list-style-type: none"> <li>The RTO was given verbal advice of the site audit seven (working) days prior to the audit and</li> </ul>		

	<p>confirmation of the audit by email four days prior of the audit. The RTO was provided with the units to be examined, with the exception of those examined for BSB60607 Advanced Diploma of Occupational Health and Safety, two days prior to the audit. This departure from the business rules was approved by a Principal Auditor in line with the revised priorities relating to transitioning to Australian Skills Quality Authority (ASQA) and in consultation with the RTO.</p> <ul style="list-style-type: none"> <li>• At the commencement of the audit the RTO advised that it had applied to Registration Services to add BSB60607 Advanced Diploma of Occupational Health and Safety to its scope of registration. In consultation with the RTO, Registration Services and a Principal Auditor it was agreed that this qualification would be examined</li> <li>• It is noted that TAE50111 Diploma of Vocational Education and Training was added to the RTO's scope of registration on 18 May 2012</li> <li>• After the commencement of the audit the RTO advised that it wished to remove <i>HLTREM401B Work within a massage framework</i> from its HLT40307 Certificate IV in Massage Therapy Practice (partial delivery). Consequently this unit was replaced in the scope of the audit by <i>HLTAP401B Confirm physical health status</i></li> <li>• On 23 May 2012 the RTO confirmed the removal of <i>HLTREM401B Work within a massage framework</i> from its scope of registration by email.</li> </ul>
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**Focus of Audit**

Code	Qualification / Course / Unit title <small>(List all qualifications in scope of audit; indicate if reviewed for UC in far column)</small>	Regulated	Delivery venues	UC reviewed
BSB31107	Certificate III in Business Administration (Medical)	<input type="checkbox"/>		<input type="checkbox"/>
BSB40407	Certificate IV in Small Business Management	<input type="checkbox"/>		<input type="checkbox"/>
BSB60607	Advanced Diploma of Occupational Health and Safety	<input type="checkbox"/>		<input type="checkbox"/>
HLT40307	Certificate IV in Massage Therapy Practice (partial delivery)	<input type="checkbox"/>		<input type="checkbox"/>
TAE40110	Certificate IV in Training and Assessment	<input type="checkbox"/>		<input type="checkbox"/>

**INTERVIEWEE/S (incl. position)**

Mrs Amy Boleszny – Managing Partner

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

Elements	Examined
1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.	<input checked="" type="checkbox"/>
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.	<input checked="" type="checkbox"/>
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 own training and assessment strategies.	<input checked="" type="checkbox"/>
1.4 Training and assessment is delivered by trainers and assessors who: <ul style="list-style-type: none"> <li>a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors</li> <li>b) have the relevant vocational competencies at least to the level being delivered or assessed, and</li> <li>c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and</li> <li>d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</li> </ul>	<input checked="" type="checkbox"/>
1.5 Assessment, including Recognition of Prior Learning (RPL): <ul style="list-style-type: none"> <li>a) meets the requirements of the relevant Training Package or accredited course</li> <li>b) is conducted in accordance with the principles of assessment and the rules of evidence</li> <li>c) meets workplace and, where relevant, regulatory requirements</li> </ul>	<input checked="" type="checkbox"/>

d) is systematically validated.

### Audit findings

#### At time of audit:

- Compliant  
 Not Compliant

#### Following rectification received:

- Compliant  
 Not Compliant

#### Non-compliances:

Assessment tools

#### **BSB60607 Advanced Diploma of Occupational Health and Safety**

BSBOHS608B Conduct an OHS audit

BSBOHS603B Analyse and evaluate OHS risk

For the units listed above the RTO was unable to provide assessment tools. It is noted that this qualification was added to the audit scope after consultation with the RTO on the day of audit to progress the RTO's request to add this qualification to scope which had been received by Registration Services on 21 May 2012.

#### **HLT40312 Certificate IV in Massage Therapy Practice**

HLTAP401B Confirm physical health status

Assessment tools did not sufficiently address unit essential knowledge relating to causes of disease, defence systems and immunity responses, common disorders and potential impacts of a range of factors both internal and external. In addition, the assessment activities and tools did not provide sufficient instructions to students or opportunity for them to adequately demonstrate competence in unit essential skills or consistency of performance over the required range of relevant workplace situations. The RTO was unable to provide a marker's guide for the case summary reports or an observation checklist for the practical observations outlined in its training and assessment strategy for this unit of competency.

#### **BSB40407 Certificate IV in Small Business Management**

BSBSMB401A Establish legal and risk management requirements of small business

BSBSMB403A Market the small business

The RTO assesses this qualification holistically. For both units listed above there was evidence that assessment resources had not been fully upgraded from the previous version of this qualification. In addition, due to the absence of a markers guide there was insufficient evidence that assessment tools sufficiently addressed performance criteria, required knowledge and critical aspects of assessment for either unit.

#### Rectification required:

Assessment tools

The RTO is required to provide for the units listed below:

#### **BSB60607 Advanced Diploma of Occupational Health and Safety**

BSBOHS608B Conduct an OHS audit

BSBOHS603B Analyse and evaluate OHS risk

#### **HLT40312 Certificate IV in Massage Therapy Practice**

HLTAP401B Confirm physical health status

#### **BSB40407 Certificate IV in Small Business Management**

BSBSMB401A Establish legal and risk management requirements of small business

BSBSMB403A Market the small business

evidence that its assessment tools:

- sufficiently address all elements and performance criteria
- sufficiently address the range statement
- sufficiently address critical aspects of evidence
- sufficiently address required skills and knowledge
- sufficiently address context and consistency of assessment requirements
- are supported by criteria defining acceptable performance
- are supported by clear information to assessors and students about assessment requirements

- are included in a schedule for validation of training and assessment tools and activities

#### Rectification evidence received:

#### Strengths

- The RTO has established a strong network of industry and training representatives which strengthens its validation processes in relation to currency and validity.

#### Opportunities for Improvement

- It is recommended that the RTO strengthen the planning and organisation of its validation processes to ensure monitoring and continuous improvement for all qualifications on its scope of registration.

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

Elements	Examined
2.1 The RTO establishes the needs of clients, and delivers services to meet these needs.	<input checked="" type="checkbox"/>
2.2 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input checked="" type="checkbox"/>
2.3 Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.	<input checked="" type="checkbox"/>
2.4 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.	<input checked="" type="checkbox"/>
2.5 Learners receive training, assessment and support services that meet their individual needs.	<input checked="" type="checkbox"/>
2.6 Learners have timely access to current and accurate records of their participation and progress.	<input checked="" type="checkbox"/>
2.7 The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.	<input checked="" type="checkbox"/>
<b>Audit findings</b>	
At time of audit:	
<input checked="" type="checkbox"/> Compliant	
<input type="checkbox"/> Not Compliant	

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

Elements	Examined
3.1 The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.	<input checked="" type="checkbox"/>
3.2 The RTO uses a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
3.3 The RTO monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.	<input checked="" type="checkbox"/>
3.4 The RTO manages records to ensure their accuracy and integrity.	<input checked="" type="checkbox"/>
<b>Audit findings</b>	
At time of audit:	
<input checked="" type="checkbox"/> Compliant	
<input type="checkbox"/> Not Compliant	
<b>Opportunities for Improvement</b>	
<ul style="list-style-type: none"> <li>• Although management systems were sufficient for the size and scope of the organisation at the time of audit, it is strongly recommended that the RTO review its current systems to meet future requirements with the increase in training and assessment delivery planned.</li> </ul>	