



VET Quality Framework audit report

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

Legal name of organisation	My Freight Career Pty Ltd
Date/s of audit	13-06-2012

ORGANISATION DETAILS				
RTO legal name	My Freight Career Pty Ltd		RTO ID number	90489
Registered business trading name	My Freight Career		ABN	49 094 576 039
Address	Suite 3.05, Level 3 247 Coward Street, Mascot NSW		Postcode	2020
Phone	02 9313 9777	Fax	02 9313 9711	
E-mail	simon@myfreightcareer.com.au		Website	www.myfreightcareer.com.au
Registration contact	Name	Mark Crawford	Position	CEO

AUDIT TEAM				
Lead auditor	Mark Crawford		Technical adviser/s	
Audit team members				

ASQA CONTACT DETAILS				
Phone	1300 701801 (ASQA Info line)		E-mail	audits@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 checked="" type="checkbox"/> Australian Qualifications Framework (AQF) <input checked="" type="checkbox"/> Data Provision Requirements <input checked="" type="checkbox"/> Fit and Proper Person Requirements <input checked="" type="checkbox"/> Financial Viability Risk Assessment Requirements
Date/s of site visit/s	13-06-2012
Site/s visited	Suite 3.05, Level 3, 247 Coward Street, Mascot NSW
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25

ORGANISATION
<p>My Freight Career (MFC) was first registered on 01/12/2000. MFC is part of a group of companies that include a Registered Training Organisation (RTO), a Group Training Organisation(GTO), a non-accredited training provider and a recruitment agency established specifically for the Import /Export, International Trade Logistics, Freight Forwarding (Air and Sea) and Aviation industries.</p> <p>MFC operates in NSW, QLD, VIC and WA. Training is undertaken through traineeship arrangements with students employed through the GTO. Current student numbers for the sampled qualifications are 127 in TLI31107 Certificate III in Transport and Logistics (Logistics Operations), 34 in TLI30107 Certificate III in Transport and Logistics (Warehousing & Storage) & 24 in BSB40807 Certificate IV in Frontline Management. The RTO is funded through the Approved Providers List.</p> <p>At the time of review, the RTO was in the process of teaching out the superseded TLI07 qualifications and was in the process of consulting with clients regarding the new TLI10 qualifications. <u>The RTO has requested the following superseded qualifications be removed from scope:</u></p> <ul style="list-style-type: none"> • BSB30201 Certificate III in Business Administration • TDA20203 Certificate II in Transport and Distribution (Aviation Flight Operations) • TDA20403 Certificate II in Transport and Distribution (Aviation Ground Operations and Service) • TDA30203 Certificate III in Transport and Distribution (Aviation Flight Operations) • TDA30403 Certificate III in Transport and Distribution (Aviation Ground Operations and Service) • TDA40203 Certificate IV in Transport and Distribution (Aviation Flight Operations)

- TDA40403 Certificate IV in Transport and Distribution (Aviation Ground Operations and Service)

The RTO has confirmed that the renewal process will include the renewal of the following qualifications on their scope:

- TLI20107 Certificate II in Transport and Logistics (Warehousing and Storage)
- TLI21107 Certificate II in Transport and Logistics (Logistics Operations)
- TLI30107 Certificate III in Transport and Logistics (Warehousing and Storage)
- TLI31107 Certificate III in Transport and Logistics (Logistics Operations)
- TLI31309 Certificate III in International Freight Forwarding (Operator)
- TLI40107 Certificate IV in Transport and Logistics (Warehousing and Storage)
- TLI41107 Certificate IV in Transport and Logistics (Logistics)
- TLI41609 Certificate IV in International Freight Forwarding (Senior Operator)
- TLI50107 Diploma of Logistics

The RTO is owned and managed by 3 directors. Staff include a General Manager, 2 Administration Officers and 11 trainers (all but one are full-time).

Business planning processes include an annual workshop (2-3 days) with all staff involved in a SWOT analysis and review of training and assessment activities. From this meeting a number of objectives are formalised with action items noted. The plan is monitored by the CEO on a regular basis and updated as each action is completed.

FOCUS OF AUDIT		
Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
TLI31107	Cert III in Transport and Logistics (Logistics Operations)	Workplace
TLI30107	Cert III in Transport and Logistics (Warehousing & Storage)	Workplace
BSB40807	Cert IV in Frontline Management	Workplace

INTERVIEWEES		
Staff (name and position)		
Name	Position	Program (qualification, course, etc)
Joseph Meli	CEO	
Simon Parsons	CEO	

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 14-06-2012

- 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	Mark Crawford	Signature		Date of Report	14-06-2012
-----------------------	---------------	------------------	--	-----------------------	------------

AUDIT RECTIFICATION

Audit status following additional evidence received 16-07-2012

- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

Auditor's Name	Mark Crawford	Signature		Date of Report	18-07-2012
-----------------------	---------------	------------------	--	-----------------------	------------

AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT		STATUS*
Financial Viability Risk Assessment Requirements		<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
Fit and Proper Person Requirements		<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
Data Provision Requirements		<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input 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 checked="" type="checkbox"/> C <input 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 checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
20	Compliance with legislation	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
21	Insurance	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input 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 checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted C = Compliant NC = Not Compliant NA = Not audited		

Audit Findings

My First Freight has not demonstrated compliance with the VET Quality Framework in the following area:

SNR 15.5

Assessment for *TLII1002A Apply customer service skills* does not meet the unit requirements as there is no practical assessment as required in the unit evidence guide's method of assessment.

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

SNR 15.5

Evidence is required to demonstrate that the assessment for *TLII1002A Apply customer service skills* meets the unit's practical assessment requirements.

Revised Findings of rectification evidence received 16/07/2012

SNR 15.5

- Revised assessment tool incorporating a role play between the student and trainer for demonstration of practical skills in communications. The assessment tool includes a checklist for demonstrated customer service skills.
- Answer guide for TLII1002A Apply customer service skills assessment questions
- Revised student workbook.

Assessment summary incorporating observation method for assessment.

Revised Findings

SNR 15.5

The revised assessment tools incorporate direct observation of observable behavior as required by the training package