

| RTO Name | TOID |
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| WISE Employment Pty Ltd | 6653 |

AQTF 2007 AUDIT REPORT

| RTO DETAILS | | | |
|--------------------------|---|----------------|----------------------------------|
| RTO Name | WISE Employment Pty Ltd | NTIS Number | 6653 |
| Address | 552 Victoria St North Melbourne, 3051 VIC | | |
| | | Website | |
| Registration Contact | Linda Wheldon | | |
| Phone Number | 8329 8800 | E-mail | sainsworth@wiseemployment.com.au |
| Student Numbers | | | |
| AUDIT TEAM | | | |
| Lead Auditor | Rob Gullan | Auditor/s | |
| Technical Advisor/s | | Observer/s | |
| REGISTERING BODY DETAILS | | | |
| Contact Person | Jerzy Gill | | |
| Phone Number | 96513226 | E-mail | Gill.jerzy.j@edumail.vic.gov.au |
| AUDIT DETAILS | | | |
| Type of Audit | Renewal | | |
| Standards audited | AQTF 1-3 | | |
| Conditions audited | COR 6 | | |
| Audit Date/s | 17th June and 25th June 2010 | | |
| Other audit notes | <p>Wise Employment is primarily a major employment services provider operating from a number of sites across Victoria, NSW and Tasmania. Within this overall operation Wise Employment operates an RTO primarily but not exclusively to provide training services to its job seekers and its employers.</p> <p>Wise Employment has recently moved into new offices in Victoria St North Melbourne.</p> <p>This audit follows an earlier audit in March of this year which was truncated</p> | | |

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| | <p>because it was clear that in relation to the fundamentals of quality education and training at the specific qualification level Wise Employment was considerably lacking. As a consequence WISE Employment Pty Ltd staff met with the VRQA and the period of registration was extended to June 30 2010.</p> <p>WISE Employment Pty Ltd has not conducted any training for some time and is currently not undertaking any training.</p> <p>This audit was conducted for the purpose of re-registration, but because WISE Employment Pty Ltd has not delivered any accredited training for some time the audit was conducted along the lines of an initial registration audit. In that rather than focus on what had been done over the past months- (<i>very little</i>)- the focus was on how WISE Employment Pty Ltd had planned for and was equipped to operate in the future.</p> <p>To this end it was very clear from the outset of the audit that WISE Employment Pty Ltd had made a substantial commitment and investment in the operations of the RTO.</p> <p>It was however clear that the decision by WISE Employment Pty Ltd to commit to and reinvest in the operations of its RTO is relatively recent. The WISE Employment Pty Ltd Vision and strategy document 2009 to 2014 (<i>developed in 2008/09</i>) does not mention operating as an RTO in any of its strategic directions. The first indicator of operating as an RTO is that “developing a training division within Employment services to support core business drivers “ is listed as a KPI in the 2010 operating plan for ██████████ of the Employment Services Division. There are a couple of references later in document relating to actions. There is a further document “Employment Services Mission- that includes a key objective to ‘Develop the RTO program so that it is sustainable with employment services” with associated targets and budget. And this document is supported by an Employment Training Services Plan which details actions and measurements, with allocation of responsibility and time lines.</p> <p>Sighted at audit was also a calendar of actions 2010-2011 relating to the operations of the training area, including developing a professional development strategy, scheduling validation meetings, conducting employer surveys developing a student portal with online linkages between ESS and iJob.</p> <p>The audit was conducted over two days 17 June 2010 and 25 June 2010. The audit was conducted primarily at the Victoria St head offices but also two sites- Newport and Werribee were visited to talk to staff and examine delivery facilities. At the Victoria st site – ██████████ and ██████████ were available for the entire audit. The audit proceeded with any requests for information, files, policies and procedures, proforma, learning materials and assessment tools etc being met instantly by locating information on the WISE Employment Pty Ltd intranet and displaying it by data projector.</p> <p>Between the first and second days of the audit WISE Employment Pty Ltd conducted a previously planned and scheduled (not as a result of the first audit day) planning day for people involved in the delivery of accredited training. This day was planned; the power point presentations used on the day were sighted at the audit. The issues reflected the operations of a commercially oriented RTO committed to and implementing a change management strategy.</p> <p>Also between the two audit days WISE Employment Pty Ltd had developed new</p> |
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delivery and assessment strategies for the two qualifications on the scope of registration- this redevelopment was a proactive response to discussions held on the first day of the audit.

Overall the extent of the work undertaken by WISE Employment Pty Ltd, the appointment of new staff (*since the initial audit discussion held with the VRQA in March 2010 WISE Employment Pty Ltd has appointed a new National Training Manager and a new Training Administrator*), the implementation of new systems, the development of new delivery and assessment strategies and learning resources and the focus on change management and focus on future operations was extensive.

It showed clearly that WISE Employment Pty Ltd had indeed made a commitment to reinvest in quality compliant RTO operations.

FOCUS OF AUDIT

QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE

| NTIS Code | Qualification/Unit of Competence/Accredited Course (as per NTIS) | Delivery Site |
|-----------------|--|---|
| BSB20107 | Certificate II in Business | WISE Employment Pty Ltd sites in Vic and Tas |
| BSB30107 | Certificate III in Business | WISE Employment Pty Ltd sites in Vic and Tas |
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INTERVIEWEE/S (Staff -name and position; employer name and position ; students (by program, do not list by name)

| | | |
|------------|------------|--|
| [REDACTED] | [REDACTED] | |
| [REDACTED] | [REDACTED] | |
| [REDACTED] | [REDACTED] | |
| [REDACTED] | [REDACTED] | |
| | | |

STANDARDS

| Standard 1: The RTO provides quality training and assessment across all of its operations | | |
|---|---------------|---|
| Audit conclusion | Result | |
| Compliant with this standard | Compliant | ✓ |
| | Non-compliant | |
| | Not audited | |
| | | |
| Strengths | | |
| | | |
| Opportunities for Improvement | | |
| Opportunity for improvement – review and verification of evidence supporting skills of other existing and potential staff members consistent with NQC requirements. | | |

| Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients | | |
|--|----------------------|----------|
| Audit conclusion | Result | ✓ |
| Compliant with this standard | Compliant | ✓ |
| | Non-compliant | |
| | Not audited | |
| | | |
| Strengths | | |
| | | |
| 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 | | |
|---|----------------------|----------|
| Audit conclusion | Result | ✓ |
| Compliant with this standard | Compliant | ✓ |
| | Non-compliant | |
| | Not audited | |
| | | |
| Strengths | | |
| | | |
| Opportunities for Improvement | | |
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