



Audit report – VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	Construction Industry Training Services Pty Ltd
Trading name/s	Construction Industry Training Services Pty Ltd
RTO number	6039
CRICOS number	N/A

AUDIT TEAM

Lead auditor	F. Garai
Auditor/s	NIL
Technical adviser/s	NIL

AUDIT DETAILS

Application number/s	1048310
Audit number/s	1004578
Audit reason 1	Application - renewal To assess ongoing compliance with the VQF – focus is on evidence of effective ongoing deployment of systems. SNR's: 15, 16, 17, 18, 20 & 22.2
Audit reason 2	n/a
Audit reason 3	n/a
Activity type	Site visit
Address of site/s visited	42 Fenton St HAMILTON VIC 3300
Date/s of audit	27 - 28 November 2013
Organisation's contact for audit	Mrs Kerri Lynne Holmes Compliance Manager kerrih@citstraining.com.au (03) 5571 1660
NVR standards audited	Selected Standards for Continuing Registration: To assess ongoing compliance with the VQF – focus is on evidence of effective ongoing deployment of systems. SNR's: 15, 16, 17, 18, 20 & 22.2

BACKGROUND

General organisation information

The organisation has been operating as training provider since 1997, it was transferred to ASQA in 2011 because it trains at Mt. Gambier South Australia, otherwise the bulk of its training is within Victoria. The

organisation is private family owned organisation.

RTO Management structure

The organisation consists of a board of Directors made up of family members, the three daughters (Mrs. Kerri Holmes, Mrs. Narelle Frichot, and Mrs. Sherryn Jennings) are members of the board of directors and also form the RTOs senior management team.

Other strategic & operational groups that assist the RTO

The organisation works with the key state licensing authorities being Vic Roads, Work Safe Vic, Safe Work S.A. Transport industry association.

General description of RTO location & facilities

The organisation also has offices & training facilities at Horsham, Ballarat, and until recently Mt. Gambier S.A where it delivers & conducts training.

Head office: 42 Fenton Street Hamilton Vic 3300

Ballarat office: 19 Old Midland Hwy. Mt. Rowan Vic 3352

Horsham office: 40 – 46 Lynott Street Horsham Vic 3400

General description of training modes used by the RTO/organisation

The RTO/organisation provides training using classroom based delivery only. The organisations trainers and assessors are full time employees, the organisation does not use contract trainers and assessors as standard policy, only when they require extra trainers for a specific and short period.

RTO/Organisation scope of registration

The organisations scope of registration is from the following Training Packages:

CPC08 Construction, Plumbing and Services Training Package

RII09 Resources and Infrastructure Industry Training Package

TLI10 Transport and Logistics Training Package

The organisations delivers a combination of qualifications, courses, and Units of competency from the listed training packages.

RTO/organisation fee or funding information

The organisation offers its training and services both as a fee for service and government funded provider

Total number of current enrolments in RTO as at audit date: 112

AUDIT SAMPLE

Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
RII30809	Certificate III in Civil Construction Plant Operations	Face to face	



TLI31210	Certificate III in Driving Operations	Face to face
TLI41810	Certificate IV in Warehousing Operations	Face to face
CPCCOHS1001A	Work safe in the construction industry	Face to face
CPCCLRG3001A	Licence to perform rigging basic level	Face to face
TLILIC2001A	Licence to operate a forklift truck	Face to face
TLILIC2016B	Licence to drive heavy rigid vehicle	Face to face
RIIMPO319A	Conduct backhoe/loader operations	Face to face
RIIMPO321B	Conduct civil construction wheeled front end loader operations	Face to face

*Apprenticeship, Traineeship, Face to face, Distance, Online, Workplace, Mixed, Other (specify)

INTERVIEWEES

Name	Position	Qualification/Course/Unit code/s
Kerri Holmes	Compliance Manager	ALL
Narelle Frichot	Project Manager	ALL

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 28 November 2013: Significant non-compliance

- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on providing further evidence of compliance.

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following analysis of additional evidence provided on 14 January 2-14: Compliant

AUDIT FINDING BY STANDARD

Standard	Original finding	Finding following rectification
SNR 15	Not compliant	Compliant
SNR 16	Not compliant	Compliant
SNR 17	Not compliant	Compliant
SNR 18	Not compliant	Compliant
SNR 19	Not audited	n/a
SNR 20	Not compliant	Compliant
SNR 21	Not audited	n/a
SNR 22	Not compliant	Compliant



SNR 23/AQF	Not audited	n/a
SNR 24	Not audited	n/a
SNR 25	Not audited	n/a