Dear Mr Torrens

Australian Quality Training Framework (AQTF) compliance audit

I refer to the Australian Quality Training Framework (AQTF) compliance audit conducted on 30 July 2009. The audit found your organisation AQTF compliant and, as a result, the audit process is now finalised.

Registration requirements

Throughout the term of registration, your organisation is required to comply with the requirements of the Vocational Education, Training and Employment Act 2000, including the conditions of registration and policies set down by the Training and Employment Recognition Council (the Council). The Council’s registration policies are published on the department’s website:


It should be noted that a certificate of registration is granted to a legal entity (business or natural person), based upon the entity’s demonstrated ability to meet the requirements of the AQTF. While a business may be bought or sold, a certificate of registration cannot be transferred, sold or otherwise assigned to another legal entity. If in the future, you are considering selling your business or changing its legal entity, you should contact Registration Services to understand the impact of your intended actions upon your organisation’s certificate of registration.

It is also essential to maintain a current scope of registration at all times. This requires your organisation to comply with the Council’s Policy on transition requirements and maintaining current scope of registration. To comply with the policy, your organisation must register for reviewed training package qualifications within 12 months of the date of publication on NTIS and ensure that your organisation implements arrangements for all students to transition to new qualifications or complete their studies in superseded qualifications or courses within the transition period. A fact sheet explaining your organisation’s obligations is attached.

Compliance with registration policies will be reviewed by the department throughout the life of registration.

Should you have any questions concerning your organisation’s registration, please contact Registration Services by phone: 07 3222 2775 or 1300 369 935, or by email: registrationservices@deta.qld.gov.au

Yours sincerely

KERRY DAVEY
Manager
Registration Services
Training and International Quality
Department of Education and Training
Organisation Detail Report

31239 - Joint Industry Services Training (RTO) Pty Ltd

Legal Name: Joint Industry Services Training (RTO) Pty Ltd
Address: CTC Room 1.5
460-492 Beaudesert Rd
SALISBURY
Qld 4107

Postal Address: PO Box 102
SALISBURY
Qld 4107

Status: Active
Type: Education Centre: Private RTO

ABN: 50109049096
Phone: 0732555698

Mr Trevor Torrens
Mr Trevor Torrens (Chief Executive Officer)
03-Oct-2005 to 02-Oct-2010
http://www.jist.com.au

Status: Type: ABN: Phone:

REGISTERED TRAINING PACKAGES

PRM04 Asset Maintenance Training Package
BSB07 Business Services Training Package
CPC08 Construction, Plumbing and Services Integrated Framework
BCP03 Plumbing and Services Training Package (Superseded by CPC08)

The Queensland Government disclaims all responsibility (including without limitation, liability in negligence) for all expenses, losses, damages and cost you might incur as a result of the information being inaccurate or incomplete in any way, for any reason.
<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Registered From</th>
<th>Registered To</th>
</tr>
</thead>
<tbody>
<tr>
<td>30536QLD</td>
<td>Certificate IV in Fire Systems Compliance (Streams)</td>
<td>08-Jan-2010</td>
<td>29-Jun-2010</td>
</tr>
<tr>
<td>BCP03</td>
<td>Plumbing and Services Training Package (Superseded by CPC08)</td>
<td>08-Jan-2010</td>
<td>29-Jun-2010</td>
</tr>
<tr>
<td>BSB07</td>
<td>Business Services Training Package</td>
<td>21-May-2009</td>
<td>02-Oct-2010</td>
</tr>
<tr>
<td>BSB51407</td>
<td>Diploma of Project Management</td>
<td>21-May-2009</td>
<td>02-Oct-2010</td>
</tr>
<tr>
<td>CPC08</td>
<td>Construction, Plumbing and Services Integrated Framework</td>
<td>22-May-2009</td>
<td>02-Oct-2010</td>
</tr>
<tr>
<td>CPC32808</td>
<td>Certificate III in Fire Protection</td>
<td>22-May-2009</td>
<td>02-Oct-2010</td>
</tr>
<tr>
<td>CPC32508</td>
<td>Certificate III in Plumbing (Mechanical Services)</td>
<td>22-May-2009</td>
<td>02-Oct-2010</td>
</tr>
<tr>
<td>PRM04</td>
<td>Asset Maintenance Training Package</td>
<td>22-May-2009</td>
<td>02-Oct-2010</td>
</tr>
<tr>
<td>PRM20406</td>
<td>Certificate II in Asset Maintenance (Fire Protection Equipment)</td>
<td>22-May-2009</td>
<td>02-Oct-2010</td>
</tr>
<tr>
<td>PRM30406</td>
<td>Certificate III in Asset Maintenance (Fire Protection Equipment)</td>
<td>22-May-2009</td>
<td>02-Oct-2010</td>
</tr>
</tbody>
</table>
Registrations for Explicitly Included Competencies Only
Registered modules or competencies listed beneath the course/qualification title.

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Registered From</th>
<th>Registered To</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPC08</td>
<td>Construction, Plumbing and Services Integrated Framework</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPC10108</td>
<td>Certificate I in Construction</td>
<td>30-Apr-2009</td>
<td>02-Oct-2010</td>
</tr>
<tr>
<td>CPCCOHS100</td>
<td>Work safely in the construction industry</td>
<td>22-May-2009</td>
<td>02-Oct-2010</td>
</tr>
<tr>
<td>CPC40908</td>
<td>Certificate IV in Plumbing and Services</td>
<td>22-May-2009</td>
<td>02-Oct-2010</td>
</tr>
<tr>
<td>CPCPWT4003</td>
<td>Commission and maintain hot water temperature control devices</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPCPWT4002</td>
<td>Commission and maintain backflow prevention devices</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPCPCM4001</td>
<td>Carry out work based risk control processes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Queensland Department of Education and Training
AQTF Audit Report - Summary
Joint Industry Services Training (RTO) Pty Ltd 31239

RTO DETAILS

<table>
<thead>
<tr>
<th>NTIS number</th>
<th>31239</th>
<th>Registration expiry</th>
<th>02/10/2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>460 Beaudesert Road, Salisbury</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audit venue</td>
<td>460 Beaudesert Road, Salisbury</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RTO contact</td>
<td>Mr Trevor Torrens</td>
<td>Phone number</td>
<td>3255 5698</td>
</tr>
</tbody>
</table>

Operations
- Core clientele are sprinkler pipe fitting apprentices (including school based apprentices) in Queensland.
- Training and assessment is conducted at the organisation’s main site at Salisbury.
- Delivery methods will be face to face with intent to offer flexible delivery in the future.
- User Choice contract value $755,393; PPP value is $91,200.
- Approximate completions in past year – 30215QLD-58; BCP30503-2.
- The organisation’s PPP funding ‘Productivity Places Program 2009 – 2011 agreement is through a brokerage arrangement with BCITF (Qld) Limited as trustee for the Building and Construction Industry Training Fund (Qld) trading as Construction Skills Queensland.

AUDIT TEAM

<table>
<thead>
<tr>
<th>Lead Auditor</th>
<th>Ms Christine Williams</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>07) 3247 4278</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:christine.williams@deta.qld.gov.au">christine.williams@deta.qld.gov.au</a></td>
</tr>
<tr>
<td>Adviser/s</td>
<td>Shekhar Sharma - WHSQ</td>
</tr>
</tbody>
</table>

AUDIT DETAILS

<table>
<thead>
<tr>
<th>Reason/s for audit</th>
<th>Monitoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audit date/s</td>
<td>30 &amp; 31 July 2009</td>
</tr>
<tr>
<td>Audit number/s</td>
<td>3123915218A</td>
</tr>
<tr>
<td>Standards audited</td>
<td>1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3</td>
</tr>
</tbody>
</table>

FOCUS OF AUDIT

<table>
<thead>
<tr>
<th>Code</th>
<th>Qualification/Course/Unit title</th>
<th>Regulated outcome</th>
<th>Apprentices/Trainees</th>
<th>User Choice</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPC10108</td>
<td>Certificate I in Construction [partial delivery]</td>
<td>☒</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Audit findings and reports remain confidential to the registering body and the RTO.
Queensland Department of Education and Training
AQTF Audit Report - Summary
Joint Industry Services Training (RTO) Pty Ltd 31239

<table>
<thead>
<tr>
<th>Code</th>
<th>Qualification</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPC32508</td>
<td>Certificate III in Plumbing (Mechanical Services)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPC40908</td>
<td>Certificate IV in Plumbing and Services</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>PRM20406</td>
<td>Certificate II in Asset Maintenance (Fire Protection Equipment)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PRM30406</td>
<td>Certificate III in Asset Maintenance (Fire Protection Equipment)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BSB51407</td>
<td>Diploma of Project Management</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

INTERVIEWEES – Staff (and position): Employers; Students

Rob Miles, Training Manager
Andrew Burn, Senior Trainer
Trevor Torrens, CEO.

Jeanette Mundy, Training and Assessment Coordinator
Ann Tracy, Office/Finance Manager

Note: Audit findings and reports remain confidential to the registering body and the RTO
Standard 1: The RTO provides quality training and assessment across all of its operations

<table>
<thead>
<tr>
<th>Elements</th>
<th>Examined at audit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.</td>
<td>❌</td>
</tr>
<tr>
<td>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.</td>
<td>❌</td>
</tr>
<tr>
<td>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.</td>
<td>❌</td>
</tr>
<tr>
<td>1.4 Training and assessment are conducted by training and assessors who: a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors b) have the relevant vocational competencies at least to the level being delivered or assessed, and c) continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services.</td>
<td>❌</td>
</tr>
<tr>
<td>1.5 Assessment, including Recognition of Prior Learning (RPL): a) meets the requirements of the relevant Training Package or accredited course b) is conducted in accordance with the principles of assessment and the rules of evidence c) meets workplace and, where relevant, regulatory requirements.</td>
<td>❌</td>
</tr>
</tbody>
</table>

Audit findings

At time of audit:
- ☑ Compliant
- ❌ Not Compliant

Findings:
The RTO has identified mechanisms to improve the collection of relevant data for continuous improvement of training and assessment. Student feedback forms were handed out sporadically, however the process has now been improved to be more systematic. Student survey forms will be handed out by picking a band from each student module. The student selection will be across each module from an even range across first second and third year students and then analysed over a period of 6 months. If students miss the sampling group the first time round they should be picked up in the second round. Strategies for trade areas meet training package requirements. The RTO has excellent trade based facilities and equipment.

Training is workplace simulated with apprentices attending block training between one and two weeks duration. Off-the-job training is delivered face-to-face in the classroom and in workshops specifically fitted out to meet the requirements of a specific cohort. JIST has strong industry support. This has resulted in donations of suitable equipment for the training of apprentices. Apprentice recruitment is undertaken by the Queensland Plumbing Union and the National Fire Industry Association of Queensland. JIST will offer flexible delivery in the future to cater for this cohort.

Staff (apart from Mr Underwood) are qualified to train and assess in their respective qualifications. There was evidence of planned professional development for trainers/assessors. Trainers/assessors are still working within industry, and the RTO is currently developing a process to ensure it will support its trainers and assessors to continue developing their vocational and training and assessment competencies.

Note: Audit findings and reports remain confidential to the registering body and the RTO.
Non-compliances:
Phil Underwood
The RTO was unable to provide verification of Mr Underwood's training and assessment competencies; vocational qualifications and/or competencies; vocational experience; and ongoing development for his industry and training/assessment competencies.

BSB51407 Diploma of Project Management
BSBPMG502A Manage project scope
- the strategy for the above qualification requires students to complete a non-complex project (simple tasks). The training package requires multiple complex projects. Industry engagement is not evident
- the training and assessment materials do not provide sufficient information for a student to fully understand the extent of what is involved in a complex project. The training materials provided at audit only consist of an outline of what is involved in a project through PowerPoint slides with bullet points (trainer/assessor uses for delivery) and project templates both in hard copy, examples on a CD and workbook activities (formative assessment).

PRM20406 Certificate II in Asset Maintenance (Fire Protection Equipment)
PRM30406 Certificate III in Asset Maintenance (Fire Protection Equipment)
PRMPFES25C Inspect, test and maintain gaseous fire suppression systems
The RTO was unable to provide benchmark criteria for this unit.

PRMPFES05B Use portable fire fighting equipment
The RTO was unable to provide training materials and benchmark criteria. The written assessment instrument was available at audit. The practical demonstration observation checklist was not provided for this unit.

CPC10108 Certificate I in Construction [partial delivery]
CPCCOHS1001A Work safely in the construction industry
The written theory test does not adequately address Queensland Workplace Health & Safety legislation.

CPC40908 Certificate IV in Plumbing and Services [partial delivery]
The unit CPCCPT4002A Commission and maintain backflow prevention devices has a pre-requisite requirement for the unit of competency CPCCPM4001A Carry out work based risk control processes. The organisation's strategy identifies the pre-requisite. However, the pre-requisite unit of competency is not on the organisation's scope of registration.

Implications for training/assessment quality:
The adverse implications for quality training and assessment are due to the absence of adequate training materials, assessment tools and benchmark criteria. These gaps are considered to have a potentially significant adverse impact on assessment outcomes and consequently a student's ability to meet industry needs and regulatory requirements.

Rectification required:
The RTO is required to provide:
- verification of Phil Underwood's training assessment competencies, vocational qualifications and/vocational competencies, vocational experience, and ongoing development for his industry and training/assessment competencies.

BSB51407 Diploma of Project Management
BSBPMG502A Manage project scope
- its strategy for the training and assessment for the above qualification that identifies training and assessment will meet training package requirements with regard to ensuring learners undertaking complex projects. The evidence must include information as to how industry has been engaged in the development of the strategy.
- training and assessment materials for the above units that encompass sufficient information and activities that will ensure a student has the understanding and capacity to undertake and complete complex projects, consistent with the...
requirements of the training package.

PRM20406 Certificate II in Asset Maintenance (Fire Protection Equipment)
PRM30406 Certificate III in Asset Maintenance (Fire Protection Equipment)

PRMPFES25C Inspect, test and maintain gaseous fire suppression systems
The RTO is required to provide benchmark criteria for this unit.

PRMPFES05B Use portable fire fighting equipment
The RTO is required to provide training materials, benchmark criteria, and/or, practical demonstration observation checklist for this unit of competency.

CPC10108 Certificate I in Construction [partial delivery]
CPCCOHS1001A Work safely in the construction industry
The RTO is required to provide a written theory test that adequately addresses Queensland Workplace Health & Safety legislation.

CPC40908 Certificate IV in Plumbing and Services [partial delivery]
The RTO is required to provide evidence that the unit CPCPCM4001A Carry out work based risk control processes has been added to its scope of registration.

Rectification evidence received 17 September 2009:
The RTO provided evidence to address the identified and reported non-compliances.
The evidence included (but was not limited to):
- Phil Underwood's HR credentials that demonstrate his competency
- training and assessment strategy and assessments which now meet the training package requirements
- benchmark criteria and observation checklists for PRMPFES25C Inspect, test and maintain gaseous fire suppression systems
- written test and benchmark criteria addressing Queensland legislation for CPCCOHS1001A Work safely in the construction industry
- evidence that the pre-requisite unit CPCPCM4001A Carry out work based risk control processes has been added to its scope of registration (approved under separate cover)
- evidence that the project requirements for the Diploma of Project Management should have at least 40 elements to ensure its complexity.

Additionally, the organisation provided a statement regarding actions taken to address the business opportunities noted in the audit report.

Strengths
- Nil identified.

Opportunities for improvement
- CPC10108: the slides could be cross-referenced in the session plan/trainers guide. The presentation should have a component focused on Queensland Legislation. Differences between various States (where applicable) should be identified and explained to the students.

Note: Audit findings and reports remain confidential to the registering body and the RTO
Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients

<table>
<thead>
<tr>
<th>Elements</th>
<th>Examined at audit</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 The RTO continuously improves client services by collecting, analysing and acting on relevant data.</td>
<td>X</td>
</tr>
<tr>
<td>2.2 Before clients enrol or enter into a contract, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.</td>
<td>X</td>
</tr>
<tr>
<td>2.3 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.</td>
<td></td>
</tr>
<tr>
<td>2.4 Learners receive training, assessment and support services that meet their individual needs.</td>
<td>X</td>
</tr>
<tr>
<td>2.5 Learners have timely access to current and accurate records of their participation and progress.</td>
<td></td>
</tr>
<tr>
<td>2.6 Complaints and appeals are addressed efficiently and effectively.</td>
<td></td>
</tr>
</tbody>
</table>

Audit findings

<table>
<thead>
<tr>
<th>At time of audit:</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliant</td>
<td></td>
</tr>
<tr>
<td>Not Compliant</td>
<td></td>
</tr>
</tbody>
</table>

Findings:
The RTO has implemented continuous improvement mechanisms to ensure effective collection and analysis of relevant student data. Prospective clients (particularly with regard to trade areas) are informed about training and assessment services. Employers contribute to each learner’s training and assessment. Learners receive training, assessment and support services that meet their individual needs.

The apprentice induction day is very interactive and extensive. Representatives of the plumber’s union and National Fire Association address the students. Some employers attend the induction day and feedback indicates that all parties are very pleased with the information provided prior to signing a training contract.

Non-compliances:
BSB51504 Diploma of Project Management.
The information provided to students (prior to enrolment) incorrectly informs them that the qualification requires a simple project when the training package explicitly states that the project must be complex in nature.

Rectification required:
BSB51504 Diploma of Project Management.
The RTO is required to provide evidence that information to students prior enrolment clearly indicates that the qualification requires completion of a complex project.

Rectification received 17 September 2009:
BSB51504 Diploma of Project Management.
The organisation provided evidence of amended student information. The amended document outlines the project requirements more clearly. Student information now clearly articulates the requirement to undertake and complete a complex project that has a minimum of 40 elements.

Strengths
- The RTO provides an ‘Apprentice Mentor’ to assist an apprentice who may be experiencing difficulties coping.
- Knowledgeable and very experienced staff in all aspects of the operation with a commitment to quality training and value added services.

Opportunities for Improvement
- The pre-enrolment information for BSB51407 Diploma of Project Management could include clarification about the refund conditions on the applicant enrolment form and perhaps pro-rata conditions for refund amounts as the current wording could lead to a request for a full refund less a small fee just prior to completion of the diploma.
- For student services quality improvement a QRIR/CAR box could be provided to gain feedback on an ad-hoc basis.
- Send prospective apprentices a welcome email/letter as a contact prior to induction day.
- The BSB51507 enrolment form needs to have the statement regarding “must be un-employed” removed as the
qualification entry requirement for PPP funding has a specific requirement that students must be employed.
- A bibliography is provided to students. Prospective students should be informed about whether there is an additional expense for a text. It is not clear as to whether the bibliography is just a reference for the students to research at a library or whether they are required to purchase a text.

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

<table>
<thead>
<tr>
<th>Elements</th>
<th>Examined at audit</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 The RTO uses a systematic and continuous improvement approach to the management of operations.</td>
<td>✗</td>
</tr>
<tr>
<td>3.2 The RTO monitors training and/or assessment services provided on its behalf to ensure that they comply with all aspects of the AQTF 2007 Essential Standards for Registration.</td>
<td>✗</td>
</tr>
<tr>
<td>3.3 The RTO manages records to ensure their accuracy and integrity.</td>
<td>✗</td>
</tr>
</tbody>
</table>

Audit findings

Findings:
The RTO has implemented an internal audit system to identify gaps in its systems for continuous improvement to the management of its operations. There are no partnership arrangements in place and records are managed to ensure accuracy and integrity.

Non-compliances:
The RTO's Statement of Attainment exemplar does not meet the wording requirements of the AQF Implementation Handbook, Fourth Edition.

Rectification required:
The RTO is required to provide a statement of attainment exemplar that meets the wording requirements of the AQF Implementation Handbook, Fourth Edition.

Rectification received 17 September 2009:
The RTO provided its amended statement of attainment which now meets the requirements of the AQF Implementation Handbook, Fourth Edition.

Strengths
- The RTO has identified where it needs to improve its operations through an internal audit process and action is in progress.

Opportunities for Improvement
- Nil identified.