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20/1/10



Mr Trevor Torrens  
Chief Executive Officer  
Joint Industry Services Training (RTO) Pty Ltd  
PO Box 102  
SALISBURY QLD 4107

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:

<http://www.training.qld.gov.au/training-organisations/registration-audit/legislation.html>

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organisation implements arrangements for all students to transition to new qualifications or complete their studies in superseded qualifications or courses within the transition period.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@det.qld.gov.au](mailto:registrationservices@det.qld.gov.au)

Yours sincerely

KERRY DAVEY  
Manager  
Registration Services  
Training and International Quality

13 / 1 / 10

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Queensland 4000 Australia  
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ABN 54 456 676 679



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 Rm  
SALISBURY Qld 4107

**Postal Address:** PO Box 102  
SALISBURY Qld 4107

**Status:** Active

**Daily Contact:** Mr Trevor Torrens

**Type:** Education Centre: Private RTO

**Responsible Person:** Mr Trevor Torrens (Chief Executive Officer)

**ABN:** 50109049096

**Registration From:** 03-Oct-2005 to 02-Oct-2010

**Phone:** 0732555698

**Website:** <http://www.jist.com.au>

#### **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)



31239 - Joint Industry Services Training (RTO) Pty Ltd

### Training Products Registered for Full Delivery

Code	Title	Registered From	Registered To
<b>Accredited Courses and Qualifications</b>			
30536QLD	Certificate IV in Fire Systems Compliance (Streams)	08-Jan-2010	29-Jun-2010
<b>BCP03 Plumbing and Services Training Package (Superseded by CPC08)</b>			
BCP30503	Certificate III in Fire Protection	24-Apr-2007	02-Oct-2010
<b>BSB07 Business Services Training Package</b>			
BSB51407	Diploma of Project Management	21-May-2009	02-Oct-2010
<b>CPC08 Construction, Plumbing and Services Integrated Framework</b>			
CPC32808	Certificate III in Fire Protection	30-Apr-2009	02-Oct-2010
CPC32508	Certificate III in Plumbing (Mechanical Services)	22-May-2009	02-Oct-2010
<b>PRM04 Asset Maintenance Training Package</b>			
PRM20406	Certificate II in Asset Maintenance (Fire Protection Equipment)	22-May-2009	02-Oct-2010
PRM30406	Certificate III in Asset Maintenance (Fire Protection Equipment)	22-May-2009	02-Oct-2010



31239 - Joint Industry Services Training (RTO) Pty Ltd

### Registrations for Explicitly Included Competencies Only

Registered modules or competencies listed beneath the course/qualification title.

Code	Title	Registered From	Registered To
<b>CPC08 Construction, Plumbing and Services Integrated Framework</b>			
CPC10108	Certificate I in Construction	30-Apr-2009	02-Oct-2010
CPCCOHS100	Work safely in the construction industry		
CPC40908	Certificate IV in Plumbing and Services	22-May-2009	02-Oct-2010
CPCPWT4003	Commission and maintain hot water temperature control devices		
CPCPWT4002	Commission and maintain backflow prevention devices		
CPCPCM4001	Carry out work based risk control processes		

Queensland Department of Education and Training  
**AQTF Audit Report - Summary**  
**Joint Industry Services Training (RTO) Pty Ltd 31239**

Training Quality and Regulation  
 FM-PMA-34a  
 Version 8 – 27 July 2009

RTO DETAILS					
NTIS number	31239	Registration expiry	02/10/2010		
Address	460 Beaudesert Road, Salisbury				
Audit venue	460 Beaudesert Road, Salisbury				
RTO contact	Mr Trevor Torrens	Phone number	3255 5698		
Operations	<ul style="list-style-type: none"> <li>Core clientele are sprinkler pipe fitting apprentices (including school based apprentices) in Queensland.</li> <li>Training and assessment is conducted at the organisation's main site at Salisbury.</li> <li>Delivery methods will be face to face with intent to offer flexible delivery in the future.</li> <li>User Choice contract value \$755,393; PPP value is \$91,200.</li> <li>Approximate completions in past year – 30215QLD-58; BCP30503-2.</li> <li>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.</li> </ul>				
AUDIT TEAM					
Lead Auditor	Ms Christine Williams	Auditor/s	N/A		
Phone	07) 3247 4278	Adviser/s	Shekhar Sharma - WHSQ		
E-mail	christine.williams@deta.qld.gov.au	Observer/s	N/A		
AUDIT DETAILS					
Reason/s for audit	Monitoring				
Audit date/s	30 & 31 July 2009	Audit number/s	3123915218A		
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3				
Conditions audited	NIL				
Audit outcome on day of audit	Compliant <input type="checkbox"/> Minor non-compliance <input type="checkbox"/>		Significant non-compliance <input checked="" type="checkbox"/> Critical non-compliance <input type="checkbox"/>		
Rectification received	17 September 2009				
Audit outcome following rectification	Compliant <input checked="" type="checkbox"/> Minor non-compliance <input type="checkbox"/>		Significant non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>		
Other audit notes	<ul style="list-style-type: none"> <li>The RTO provides apprenticeship training in the specialised area of plumbing and installing fire fighting equipment in buildings.</li> <li>In scoping the audit consideration was given to the fact that the organisation had recently finalised an integrated audit during November 2008. Therefore, BCP30503 was not included in the audit process.</li> <li>The organisation has apprentices and trainees enrolled in CPC40908 under a fee-for-service arrangement.</li> <li>As part of the audit rectification process, the organisation applied to add <i>CPCPCM4001A Carry out workbased risk control processes</i> to its scope of registration. The application was approved under separate cover.</li> </ul>				
FOCUS OF AUDIT					
Code	Qualification/Course/Unit title		Regulated outcome	Apprentices /Trainees	User Choice
CPC10108	Certificate I in Construction (partial delivery)		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Note: Audit findings and reports remain confidential to the registering body and the RTO

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CPC32508	Certificate III in Plumbing (Mechanical Services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CPC40908	Certificate IV in Plumbing and Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
PRM20406	Certificate II in Asset Maintenance (Fire Protection Equipment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PRM30406	Certificate III in Asset Maintenance (Fire Protection Equipment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BSB51407	Diploma of Project Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>INTERVIEWEE/S – Staff (and position); Employers; Students</b>				
Rob Miles, Training Manager Andrew Burn, Senior Trainer Trevor Torrens, CEO.		Jeanette Mundy, Training and Assessment Coordinator Ann Tracy, Office/Finance Manager		

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Standard 1: The RTO provides quality training and assessment across all of its operations	
Elements	Examined at audit
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 are conducted by training 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) continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services.</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"/>

Audit findings	Result
<b>At time of audit:</b> <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant	<b>Following rectification:</b> <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant
<b>Findings:</b> <p>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.</p> <p>The RTO conducts a Training Advisory Group (TAG) meeting twice a year with assessment as a standing agenda item. The CEO is constantly meeting with employers, plumbing union representatives and the National Fire Industry Association of Queensland. Joint Industry Services Training (JIST) is industry owned. The validation of assessment instruments and the format for delivery of its programs are discussed at TAG meetings. Staff meetings are conducted monthly (sometimes weekly) to validate assessment instruments. Senior staff meet with industry representatives on a daily basis. The RTO has developed an Assessment Validation Report that records the outcomes of this process. An Assessment Validation Report dated 03 July 2009 was sighted. The report identifies the units of competency validated and recommendations for improvement to assessment instruments.</p> <p>Qualitative data is collected and discussed at TAG and staff meetings. There was evidence that trainers communicate with employers about issues that affect their apprentices.</p> <p>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.</p> <p>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.</p>	

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**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

BSBPMG509A Manage project procurement

- 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 *CPCPWT4002A Commission and maintain backflow prevention devices* has a pre-requisite requirement for the unit of competency *CPCPCM4001A 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

BSBPMG509A Manage project procurement

The RTO is required to provide:

- 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

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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.

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients	
Elements	Examined at audit
2.1 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input checked="" type="checkbox"/>
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.	<input checked="" type="checkbox"/>
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.	<input checked="" type="checkbox"/>
2.4 Learners receive training, assessment and support services that meet their individual needs.	<input checked="" type="checkbox"/>
2.5 Learners have timely access to current and accurate records of their participation and progress.	<input type="checkbox"/>
2.6 Complaints and appeals are addressed efficiently and effectively.	<input type="checkbox"/>
Audit findings	Result
<b>At time of audit:</b> <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant	<b>Following rectification:</b> <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant
<b>Findings:</b> <p>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.</p> <p>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.</p>	
<b>Non-compliances:</b> <b>BSB51504 Diploma of Project Management.</b> <p>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.</p>	
<b>Rectification required:</b> <b>BSB51504 Diploma of Project Management.</b> <p>The RTO is required to provide evidence that information to students prior enrolment clearly indicates that the qualification requires completion of a complex project.</p>	
<b>Rectification received 17 September 2009:</b> <b>BSB51504 Diploma of Project Management.</b> <p>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.</p>	
Strengths	
<ul style="list-style-type: none"> <li>The RTO provides an 'Apprentice Mentor' to assist an apprentice who may be experiencing difficulties coping.</li> <li>Knowledgeable and very experienced staff in all aspects of the operation with a commitment to quality training and value added services.</li> </ul>	
Opportunities for Improvement	
<ul style="list-style-type: none"> <li>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.</li> <li>For student services quality improvement a QIR/CAR box could be provided to gain feedback on an ad-hoc basis.</li> <li>Send prospective apprentices a welcome email/letter as a contact prior to induction day.</li> <li>The BSB51507 enrolment form needs to have the statement regarding "must be un-employed" removed as the</li> </ul>	

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- 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

Elements	Examined at audit
3.1 The RTO uses a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
3.2 The RTO monitors training and/or assessment services provided on its behalf to ensure that they comply with all aspects of the <i>AQTF 2007 Essential Standards for Registration</i> .	<input checked="" type="checkbox"/>
3.3 The RTO manages records to ensure their accuracy and integrity.	<input checked="" type="checkbox"/>
Audit findings	Result
<p><b>Findings:</b>            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.</p> <p><b>Non-compliances:</b>            The RTO's Statement of Attainment exemplar does not meet the wording requirements of the AQF Implementation Handbook, Fourth Edition.</p> <p><b>Rectification required:</b>            The RTO is required to provide a statement of attainment exemplar that meets the wording requirements of the AQF Implementation Handbook, Fourth Edition.</p> <p><b>Rectification received 17 September 2009:</b>            The RTO provided its amended statement of attainment which now meets the requirements of the AQF Implementation Handbook, Fourth Edition.</p>	<p>At time of audit:  <input type="checkbox"/> Compliant  <input checked="" type="checkbox"/> Not Compliant</p> <p>Following rectification:  <input checked="" type="checkbox"/> Compliant  <input type="checkbox"/> Not Compliant</p>
Strengths	
<ul style="list-style-type: none"> <li>• The RTO has identified where it needs to improve its operations through an internal audit process and action is in progress.</li> </ul>	
Opportunities for Improvement	
<ul style="list-style-type: none"> <li>• Nil identified.</li> </ul>	

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