

Improvement Plan

RTO	ARA Retail Institute	Site:	10/136 Exhibition Street, Melbourne VIC 3000
TOID	4049	Audit Type:	GFTP Contract Compliance Audit
Date:	25 March, 2010	Auditor:	Cherylle Pell

Outcome Codes: (NC)on Compliant, (C)ompliant (A)ction required, (OI)ppportunity for Improvement, (G)ood Practice, (P)rocedural change

Ref	2010 Skills for Victoria - Funding Agreement (FA) or Minimum Performance Standards (MPS) 2010 clauses	NC, C, A, OI, G, P	Tests	Improvement Plan & Evidence provided (Action Plan)	Responsibility for Action	Date for Completion	Date completed (Evidence)
6.7	<p>The RTO must conduct, for each eligible individual, a pre-training review of current competencies including literacy and numeracy skills to:</p> <ul style="list-style-type: none"> • identify any competencies previously acquired; and • ascertain that the proposed learning strategies and materials are appropriate for that individual. 	NC P	Pre Training Review date & outcome on all Participant's file	<p>A separate Pre Training Meeting are now scheduled for all Training programs which included:</p> <ul style="list-style-type: none"> ✓ Review of current competencies & offer of RPL. ✓ Language, literacy & numeracy assessment. ✓ A determination that the proposed learning strategies & materials are appropriate for each individual. 	Paul Cook Operations Manager	1 July, 2010	<p>A new Diploma group are scheduled to have their Pre Training Meeting on the 17 August, 2010. Documented evidence of the scheduled Pre Training Meeting will be available to be sighted on all Participant's files post that meeting.</p>

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MPS 8.3	The Training Plan must be agreed by the RTO, the employer (if applicable) and the group of students or individual student.	OI P	Does your RTO ensure that all students/groups have compliant Training Plans?	Modifications to the Training Plan. Once Training Plan is agreed upon participant's sign an individual Training Plan at the Pre Training Meeting and a copy is provided to them.	Operations Manager	1 August, 2010	Training Plan attached
MPS 3.1 AQTF 2007 Stand. 1 Elem. 1.4	The RTO must ensure that training and assessment is conducted by trainers and assessors who have relevant vocational competencies at least to the unit level being delivered or assessed (or demonstrated equivalent competencies).	OI	Does your RTO ensure that all trainers and assessors hold the relevant vocational competencies they are delivering and/or assessing? If they do not hold the vocational competency they are delivering and/or assessing, are they able to demonstrate relevant vocational competencies, at least to the unit level being delivered?	All current Trainers & Assessors have been reviewed to determine that they either hold the vocational competency or that they have had their vocational competencies mapped to the units they are delivering. ARA Retail Institute has reinforced our policy that all Trainers hold the vocational competency to the level they are delivering & assessing and this is evidenced with a copy of their qualification on file. For those Trainers that have extensive Retailing experience that has been mapped to the qualification, ARA Retail Institute are requiring that they obtain the qualification. A number of the Trainers/Assessors, including the Trainer audited have been referred to the Skills Store for assessment of their vocational competencies with a view to have those formally assessed by an RTO. As part of our ongoing internal audits, Trainers & Assessors will be monitored to ensure that they have the current vocational competencies; their Training & Assessment qualification are updated (where applicable) & they provide regular updates on their	Operations Manager	Ongoing	

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			If trainers and assessors do not hold the qualification they are delivering, have their vocational competencies been mapped to the unit level being delivered to ensure they can demonstrate the equivalent competencies?	Professional Development activities as they relate to their roles as Trainers & Assessors.			
AQTF 2007 Stand. 1 1.5	Assessment, including Recognition of Prior Learning (RPL): a) meets the requirements of the relevant Training Package or accredited course	OI	Does your RTO keep up-to-date Training Packages and other guidelines, such as Purchasing Guides, in an easily accessible place? Can staff in your RTO check assessment guidelines, the qualifications framework and Training Packages when they need to? Does the learning	The Delivery & Assessment Strategy has been reviewed and updated to include the actual assessment strategies that are in now in place. Post the evaluation of eligibility and prior to the commencement of training, participants are sent a confirmation letter. Contained in that letter is information on RPL & the Credit Transfer processes All participants will be offered RPL and explained the process for making application of RPL at the Pre training meeting. All participants will be offered Credit Transfer and explained the process at the Pre Training Meeting. The three forms of assessment are conducted for each of the nine units of competency. Theses forms of assessment have been developed in line with the requirements of the Training Package.	Director of Programs	23 July, 2010	Delivery & Assessment Strategy attached.

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			program provide sufficient opportunity for learners to develop competency, as expressed in the Training Packages?				
AQTF 2007 Stand. 1 1.5	Assessment, including Recognition of Prior Learning (RPL): b) is conducted in accordance with the principles of assessment	NC	Valid Reliable Flexible Fair	The revised Delivery & Assessment Strategy includes the Assessment Tools that have been developed in accordance with the AQTF assessment principles of assessment. The assessments conducted are now: Valid, Reliable, Flexible & Fair. Example: Business Application & Assessment Tool	Director of Programs	23 July, 2010	Delivery & Assessment Strategy attached. Business Application & Assessment Tool attached.
AQTF 2007 Stand. 1 1.5	Assessment, including Recognition of Prior Learning (RPL): b) is conducted in accordance with the rules of evidence	NC	Sufficient Valid Authentic Current	The revised Delivery & Assessment Strategy includes the Assessment Tools that have been developed in accordance with the AQTF assessment rules of evidence. The assessments conducted are now: Sufficient, Valid, Authentic & Current. Example: Business Application & Assessment Tool	Director of Programs	9 July, 2010	Delivery & Assessment Strategy attached. Business Application & Assessment Tool attached.

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MPS 6.3	The RTO must ensure that individuals that receive Government subsidised training under this Agreement are eligible for the <i>Victorian Training Guarantee</i> .	OI	Complies with Eligibility Guides	Administration to review all applications and bring to attention of the Operations Manager any enrolments that do not meet the eligibility criteria. Director & Operations Manager will review all applications for eligibility prior to the Pre training meeting.	Operations Manager		
6.4	To be eligible for the Victorian Training Guarantee under this Agreement, a person must be <ul style="list-style-type: none"> • an Australian citizen; or • a holder of a permanent visa; or • a holder of a Special Category Visa (sub-class 444); or • an East Timorese asylum seeker; or • a holder of a Temporary Protection Visa. 	OI	Complies with Eligibility Guides	Upon enrolment, participants will be required to complete a self declaration stating that they are: <ul style="list-style-type: none"> ✓ an Australian citizen; or ✓ a holder of a permanent visa; or <ul style="list-style-type: none"> • a holder of a Special Category Visa (sub-class 444); or ✓ an East Timorese asylum seeker; or ✓ a holder of a Temporary Protection Visa. Administration to review all applications and bring to attention of the Operations Manager any enrolments that do not meet the eligibility criteria. Director & Operations Manager will review all applications for eligibility prior to the Pre training meeting.	Operations Manager	1 August, 2010	Document being reviewed
MPS 6	Subject to meeting the criteria described in clauses 6.4 and	OI	Complies with Eligibility Guides	Upon enrolment, participants will be required to complete a self declaration stating that they are: <ul style="list-style-type: none"> ✓ Aged over 20 years undertaking an AQF level 	Operations Manager	1 August, 2010	Document being reviewed

Audit Report

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	<p>6.6, individuals will only be eligible for the <i>Victorian Training Guarantee for DIPLOMAS and above</i> under this Agreement if they are commencing training on or after 1 January 2010 and are:</p> <ul style="list-style-type: none"> • aged 15 - 19 years regardless of prior level of qualification held; or • aged 20 years of age and over and undertaking an AQF level qualification higher than the highest qualification held. 			<p>qualification higher than the highest qualification held.</p> <p>Administration to review all applications and bring to attention of the Operations Manager any enrolments that do not meet the eligibility criteria.</p> <p>Director & Operations Manager will review all applications for eligibility prior to the Pre training meeting.</p>			

To be completed by Director of ARA Retail Institute, Director of Programs & Operations Manager

This report, including required action, responsibilities and timelines, has been agreed by all parties.

Name	Garry Terrill	Sue Anderson	Paul Cook
Signature			
Date			